

APPENDIX A

**Commenters in WC Docket No. 02-384
Verizon – Maryland, Washington, D.C. & West Virginia**

Commenters

Alliance for Public Technology
AT&T Corp.
Core Communications, Inc
Close Call America, Inc
Department of Justice
District of Columbia Public Service Commission
District of Columbia Office of the People's Counsel
FiberNet, LLC
Maryland Office of the People's Counsel
Maryland Public Service Commission
National ALEC Association / Prepaid Communications
Association (filing jointly)
North County Communications Corporation
Sprint Communications, Inc
Starpower and US LEC Corporation (filing jointly)
West Virginia Public Service Commission
WorldCom, Inc.
Xspedius Management Company
Z-Tel Communications, Inc.

Abbreviation

Alliance
AT&T
Core
CloseCall
Department of Justice
D.C. Commission
OPC-DC
FiberNet
MD-OPC
Maryland Commission

NALA/PCA
NCC
Sprint
Starpower/US LEC
West Virginia Commission
WorldCom
Xspedius
Z-Tel

Reply Commenters

American Legislative Exchange Council
AT&T Corp.
Close Call America, Inc
FiberNet, LLC
National Black Chamber of Commerce
National Grange of the Order of Patrons of Husbandry
National Native American Chamber of Commerce and
National Indian Education Association (filing jointly)
Verizon Maryland, Washington, D.C., and West Virginia

Abbreviation

ALEC
AT&T
CloseCall
FiberNet
NBCC
National Grange

NNACC/NIEA
Verizon

Appendix B

Maryland Performance Metrics

All data included here are taken from the Maryland Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does **not** necessarily mean that we relied **on** all of these metrics nor that other metrics may not **also** be important in our analysis. Some metrics that we have relied on in the **past** and may rely **on** for a future application were not included here because there was no data provided **for** them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note *that* for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
Preorder and OSS Availability:	
OR-1-02	% On Time LSRC – Flow Through
OR-1-04	% On Time LSRC No Facility Check
OR-1-06	% On Time LSRC/ASRC Facility Check
OR-1-07	Average ASRC Time No Facility Check
OR-1-08	% On Time ASRC No Facility Check
OR-1-10	% On Time ASRC Facility Check
OR-1-11	Av. FOC Time
OR-1-12	% On Time FOC
OR-1-13	% On Time Design Layout Record (DLR)
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks
PO-1-01	Customer Service Record
PO-1-02	Due Date Availability
PO-1-03	Address Validation
PO-1-04	Product & Service Availability
PO-1-05	Telephone Number Availability & Reservation
PO-1-06	Average Response Time - Mechanized Loop Qualification - DSL
PO-1-07	Rejected Query
PO-1-08	% Timeouts
PO-1-09	Parsed CSR
PO-2-01	OSS Interf. Avail. – Total
PO-2-02	OSS Interf. Avail. – Prime Time
PO-2-03	OSS Interf. Avail. – Non-Prime
PO-4-01	% Notices Sent on Time
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days
PO-4-03	Change Mgmt. Notice - Delay 8+ Days
PO-8-01	% On Time - Manual Loop Qualification
PO-8-02	% On Time - Engineering Record Request
MR-1-01	Create Trouble

Metric Number	Metric Name
Collocation:	
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill
BI-3-01	% Billing Adjustments - Dollars Adjusted
BI-3-02	% Billing Adjustments - Number of Adjustments
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)
NP-2-01	% On Time Response to Request for Physical Collocation
NP-2-02	% On Time Response to Request for Virtual Collocation
NP-2-03	Average Interval – Physical Collocation
NP-2-04	Average Interval – Virtual Collocation
NP-2-05	% On Time – Physical Collocation
NP-2-06	% On Time – Virtual Collocation
NP-2-07	Average Delay Days – Physical Collocation
NP-2-08	Average Delay Days – Virtual Collocation

Ordering	
OR-2-02	% On Time LSR Reject – Flow Through
OR-2-04	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through
OR-2-06	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through
OR-2-08	% On Time LSR Reject < 6 Lines - Fax
OR-2-10	% On Time ASR Reject Facility Check
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)
OR-3-01	% Rejects
OR-4-02	Completion Notice (BCN) – % On Time
OR-4-05	Work Completion Notice (PCN) – % On Time

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
OR-4-12	% Due Date to PCN within 2 Business Days
OR-4-14	% Due Date to BCN within 4 Business Days
PR-5-03	% Orders Held for Facilities > 60 Days
OR-5-01	% Flow Through - Total
OR-5-03	% Flow Through Achieved
OR-6-01	% Accuracy - Orders
OR-6-02	% Accuracy - Opportunities
OR-6-03	% Accuracy - LSRC
OR-6-04	% Accuracy - Directory Listing
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Days

Provisioning:

PR-1-09	Av. Interval Offered - Total
PR-2-01	Average Interval Completed - Total No Dispatch
PR-2-02	Average Interval Completed - Total Dispatch
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)
PR-2-06	Average Interval Completed - DS0
PR-2-07	Average Interval Completed - DS1
PR-2-08	Average Interval Completed - DS3
PR-2-09	Av. Interval Completed - Total
PR-2-18	Average Interval Completed - Disconnects
PR-4-01	% Missed Appointment - Verizon
PR-4-02	Average Delay Days - Total
PR-4-03	% Missed Appointment - Customer
PR-4-04	% Missed Appointment - Verizon - Dispatch
PR-4-05	% Missed Appointment - Verizon - No Dispatch
PR-4-07	% On Time Performance - LNP Only
PR-4-08	% Missed Appt. - Customer - Late Order Conf.
PR-4-14	% Completed On Time [With Serial Number]

Metric Number	Metric Name
PR-5-01	% Missed Appointment - Verizon - Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
MR-4-10	Mean Time To Repair - Double Dispatch
MR-5-01	% Repeat Reports within 30 Days
PR-6-01	% Installation Troubles reported within 30 Days
PR-6-02	% Installation Troubles reported within 7 Days
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE
PR-8-01	Open Orders in a Hold Status > 30 Days
PR-8-02	Open Orders in a Hold Status > 90 Days
PR-9-01	% On Time Performance - Hot Cut
PR-9-08	Average Duration of Service Interruption

(Maintenance and Repair:

MR-2-01	(Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate
MR-2-03	Network Trouble Report Rate - Central Office
MR-2-04	% Subsequent Reports
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment - Loop
MR-3-02	% Missed Repair Appointment - Central Office
MR-3-03	% CPE/TOK/FOK - Missed Appointment
MR-3-04	% Missed Repair Appointment - No Double Dispatch
MR-3-05	% Missed Repair Appointment - Double Dispatch
MR-4-01	Mean Time To Repair
MR-4-02	Mean Time To Repair - Loop Trouble
MR-4-03	Mean Time To Repair - Central Office Trouble
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-05	% Out of Service > 2 Hours
MR-4-06	% Out of Service > 4 Hours
MR-4-07	% Out of Service > 12 Hours
MR-4-08	% Out of Service > 24 Hours
MR-4-09	Mean Time To Repair - No Double Dispatch

Federal Communications Commission

FCC 03-57

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OSS & BILLING (Pre-Ordering) - POTS/Special Services												
PRE-ORDERING												
PO-1 - Response Time OSS Ordering Interface												
PO-1-01-6020	Customer Service Record - EDI	0.89	2.56	0.32	2.68	0.22	2.66	0.25	2.66	0.21	3.19	
PO-1-01-6030	Customer Service Record - CORBA	0.89	0.85	0.32	0.93	0.22	0.97	0.25	0.97	0.21	1.02	
PO-1-01-6050	Customer Service Record - Web GUI	0.89	2.56	0.32	2.62	0.22	2.89	0.25	5.43	0.21	2.69	
PO-1-02-6020	Due Date Availability - EDI	1.15	3.3	1.3	NA	1.02	2.45	1.09	3.93	1.05	5.17	1,3
PO-1-02-6030	Due Date Availability - CORBA	1.15	1.89	1.3	2.55	1.02	1.64	1.09	1.96	1.05	1.89	
PO-1-02-6050	Due Date Availability - Web GUI	1.15	4.07	1.3	4.02	1.02	3.69	1.09	3.79	1.05	3.55	
PO-1-03-6020	Address Validation - EDI	4.58	7.68	4.83	6.45	4.04	6.09	4.05	6.15	4.02	6.06	
PO-1-03-6030	Address Validation - CORBA	4.58	4.83	4.83	5.69	4.04	5.48	4.05	5.93	4.02	3.04	
PO-1-03-6050	Address Validation - Web GUI	4.58	7.04	4.83	7.51	4.04	6.66	4.05	7.06	4.02	6.41	
PO-1-04-6020	Product & Service Availability - EDI	10.02	NA	10.93	NA	9.12	NA	9.07	NA	9.07	NA	
PO-1-04-6030	Product & Service Availability - CORBA	10.02	NA	10.93	NA	9.12	NA	9.07	NA	9.07	NA	
PO-1-04-6050	Product & Service Availability - Web GUI	10.02	18.33	10.93	18.13	9.12	18.02	9.07	16.42	9.07	18.2	
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	5.64	9.48	5.92	NA	4.94	9.76	4.97	8.23	4.96	8.15	1,3
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	5.64	6.42	5.92	5.49	4.94	6.2	4.97	6.18	4.96	5.65	
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	5.64	7.69	5.92	8.32	4.94	7.71	4.97	7.33	4.96	7.42	
PO-1-06-6020	Facility Availability (Loop Qualification) - EDI	14.25	5.04	16.02	5.54	14.49	5.26	13.9	5.4	13.89	5.01	
PO-1-06-6030	Facility Availability (Loop Qualification) - CORBA	14.25	5.41	16.02	5.4	14.49	4.58	13.9	4.31	13.89	3.19	5
PO-1-06-6050	Facility Availability (Loop Qualification) - Web GUI	14.25	5.03	16.02	5.48	14.49	5.19	13.9	5.03	13.89	4.49	
PO-1-07-6020	Rejected Query - EDI	0.85	2.9	0.17	3.04	0.17	3.31	0.18	3.29	0.2	3.02	
PO-1-07-6030	Rejected Query - CORBA	0.85	0.81	0.17	0.76	0.17	0.91	0.18	0.87	0.2	0.97	
PO-1-07-6050	Rejected Query - Web GUI	0.85	2.94	0.17	2.94	0.17	3.14	0.18	3.1	0.2	2.92	
PO-1-08-6020	% Timeouts - EDI		0.35		0.02		0.13		0.45		0.17	
PO-1-08-6030	% Timeouts - CORBA		0.02		0.02		0.02		0		0	
PO-1-08-6050	% Timeouts - Web GUI		0.21		0.82		0.18		2.27		0.31	
PO-1-09-6020	Parsed CSR - EDI	0.89	1.93	0.32	1.96	0.22	1.99	0.25	1.97	0.21	2.01	
PO-1-09-6030	Parsed CSR - CORBA	0.89	0.35	0.32	0.32	0.22	0.32	0.25	0.35	0.21	0.53	
PO-2 - OSS Interface Availability												
PO-2-01-6020	OSS Interf. Avail. - Total - EDI		99.91		99.98		99.99		99.94		99.93	1,2,3,4,5
PO-2-01-6030	OSS Interf. Avail. - Total - CORBA		99.97		99.99		99.99		99.97		100	1,2,3,4
PO-2-01-6060	OSS Interf. Avail. - Total - Electronic Bonding		100		100		99.88		100		100	3
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI		99.89		99.98		99.99		99.9		99.98	1,2,3,4,5

Federal Communications Commission

FCC 03-57

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA		99.96		100		100		99.96			
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Maint. Web GUI / Pre-ordering/Ordering WEB GUI		99.71		100		99.78		99.87		100	1,3,4
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding		100		100		99.82		100		100	3
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI		99.96		99.98		99.98		100		99.86	1,2,3,5
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA		100		99.97		99.98		99.98		100	2,3,4
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Maint. Web GUI / Pre-ordering/Ordering WEB GUI		100		99.72		99.61		98.96		100	2,3,4
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding		100		100		100		100		100	
PO-8 - Manual Loop Qualification												
PO-8-01-2000	Average Response Time - Manual Loop Qualification		207.6		30.96		10.68		12.73		3.61	1,5
PO-8-02-2000	% on Time - Engineering Record Request		NA		NA		NA		NA		NA	
Change Notification												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.		100		100		100		100		100	2,4,5
PO-4-01-6621	% Notices Sent on Time - Regulatory		100		100		NA		NA		100	2,5
PO-4-01-6631	% Notices Sent on Time - Industry Standard		100		100		NA		100		100	1,2,4
PO-4-01-6641	% Notices Sent on Time - Verizon Orig.		100		NA		NA		NA		100	1,5
PO-4-01-6651	% Notices Sent on Time - TC Orig.		100		NA		NA		NA		100	1,5
PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.		NA		NA		NA		NA		NA	
PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA		NA		NA		NA		NA	
PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.		NA		NA		NA		NA		NA	
PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA		NA		NA		NA		NA	
PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.		NA		NA		NA		NA		NA	
PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA		NA		NA		NA		NA	
PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.		NA		NA		NA		NA		NA	
PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA		NA		NA		NA		NA	
Change Confirmation												
PO-4 - Timeliness of Change Management Confirmation												
PO-4-01-6622	% Notices Sent on Time - Regulatory		NA		100		NA		NA		NA	

Federal Communications Commission

FCC 03-57

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-4-01-6632	% Notices Sent on Time - Ind. Std.		33.33		100		100		NA		NA	2,3
PO-4-01-6642	% Notices Sent on Time - Verizon Orig.		NA		100		NA		NA		NA	2
PO-4-01-6652	% Notices Sent on Time - TC Orig.		NA		100		NA		NA		NA	2
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-02-6632	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA		NA		NA		NA		NA	
PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.		NA		NA		NA		NA		NA	
PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA		NA		NA		NA		NA	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-03-6632	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA		NA		NA		NA		NA	
PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.		NA		NA		NA		NA		NA	
PO-4-03-6652	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA		NA		NA		NA		NA	
TROUBLE REPORTING (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-2000	Create Trouble	8.88	3.85	9.16	3.81	9.83	3.96	5.07	2.49	4.69	2.42	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												
BI-1-02-2030	% DUF in 4 Business Days		99.64		99.71		99.73		99.73		99.32	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill		100		100		99.84		100		100	
BI-3 - Billing Accuracy												
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted	3.72	3.83	0.9	0.97	0.66	1.21	1.11	3.33	1.09	0.75	
BI-3-02-2030	% Billing Adjustments - Number of Adjustments	3.95	0.14	4.19	0.32	4.23	0.38	3.66	0.23	14.45	0.19	
OR-6 - Order												
OR-6-04-1020	% Accuracy - Stand-alone Directory Listing Orders								95.63		96.32	
OR-6-04-1030	% Accuracy - Other Directory Listing Orders								96.52		98.86	
RESALE												
RESALE Ordering												
OR-7 - Order Completeness												
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days		99.76		99.78		99.78		99.93		99.8	
POTS & Pre-qualified Complex - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC - Flow Through		99.77		99.78		96.75		93.99		94.46	
OR-1-04-2100	% On Time LSRC/ASRC No Facility Check		96.84		96.96		96.42		96.56		96.63	
OR-1-06-2320	% On Time LSRC/ASRC Facility Check		100		97.08		98.71		98		100	

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject - Flow Through		99.48		99.52		96.8		95.39		93.77	
OR-2-04-2320	% On Time LSR/ASR Reject No Facility Check		100		98.69		98.11		98.54		98.55	
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check		98.51		100		100		100		100	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-2341	% On Time LSRC/ASRC No Facility Check		100		100		90		93.02		100	
OR-1-06-2341	% On Time LSRC/ASRC Facility Check		100		100		100		90		100	1,2,3,5
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR/ASR Reject No Facility Check		100		100		100		100		100	
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check		100		100		100		100		100	1,2,3,4,5
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		14.05		12.94		15.69		16.35		13.15	
OR-4 - Timeliness of Completion Notification												
OR-4-02-2000	Completion Notice (BCN) - % On Time		98.72		99.39		99.45		97.06		99.14	
OR-4-05-2000	Work Completion Notice (PCN) - % On Time		98.57		99.49		99.5		99.72		99.69	
OR-4-12-2000	% Due Date to PCN within 2 Business Days		99.28		98.65		99.23		99.2		98.95	
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through - Total		81.46		82.13		84.72		85.24		88.17	
OR-5-03-2000	% Flow Through Achieved		97.43		98.06		97.47		96.78		98.72	
OR-6 - Order Accuracy												
OR-6-01-2000	% Accuracy - Orders		93.71		94.57		95.1		95.18		95.37	
OR-6-02-2000	% Accuracy - Opportunities		99.29		99.4		99.49		99.23		99.13	
OR-6-03-2000	% Accuracy - LSRC		0		0		0.03		0		0	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-04-2210	% On Time LSRC/ASRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-2211	% On Time LSRC/ASRC No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-04-2213	% On Time LSRC/ASRC No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-04-2214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)		91.67		100		100		100		100	3,5
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3		NA		NA		NA		NA		NA	

Federal Communications Commission

FCC 03-57

MAKILAND PERFORMANCE MEASURE DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-06-2214	% On Time LSR/ASRC Facility Check (Non DS0, DS1, & DS3)		75		100		100		100		66.67	1,3,4,5
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR/ASR Reject No Facility Check		100		100		90.91		100		100	2,4,5
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check		100		100		100		87.5		100	1,2,3,4,5
Resale (Provisioning) - POTS/Special Services												
POTS - Provisioning - Total												
PR-2 - Average Completed Interval												
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	8.31	4	7.58	4	8.44	4.33	6.15	4	7.81	7.5	1,2,3,4,5
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	11.47	NA	8.11	NA	7.31	NA	7.51	NA	8.75	NA	
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days - Total	3.22	2.54	3.43	3.29	3.22	2.05	3.17	5.9	4.27	2.47	
PR-4-03-2100	% Missed Appointment - Customer	1.75	1.75	1.84	1.58	1.76	2.15	2.04	1.62	2.44	2.7	
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	8.92	2.36	8.54	2.33	8.28	2.58	9.61	4.25	11.27	5.92	
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	1.09	0.02	0.83	0.12	0.6	0.07	0.86	0.07	0.8	0.02	
PR-4-08-2100	% Missed Appointment - Customer - Due to Late Order Conf.		0.05		0.08		0.05		0		0	

PR-5 - Appointment - Verizon - Facilities												
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	2.66	1.04	2.73	1.29	2.49	0.68	2.84	1.54	3.03	1.4	
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	4.2	4.15	4.23	3.65	4.15	3.84	4.21	3.76	4.27	4.37	
PR-6-02-2100	% Installation Troubles reported within 7 Days	2.64	2.91	2.69	2.49	2.59	2.48	2.67	2.58	2.68	2.75	
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	3.86	3.84	3.97	3.29	3.86	3.86	3.92	3.41	3.95	4.05	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.04	0	0.04	0	0.03	0	0.05	0	0.04	0.02	
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.02	0	0.02	0	0.02	0	0.02	0	0.01	0	
POTS - Business												
PR-2 - Average Completed Interval												
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.36	1.55	1.06	1.18	0.96	1.78	0.96	1.98	1.17	1.12	
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	5.17	3.75	4.28	6.26	4.02	3.56	3.65	4.19	4.11	4.54	

PR-2 - Average Completed Interval												
PR-2-01-2120	Average Interval Completed - Total No Dispatch	1.12	1.3	1.19	1.42	1.13	1.25	1.13	1.06	1.05	1.67	
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	4.36	3.53	4.57	3.57	4.29	3.69	4.22	3.4	4.47	3.72	

Federal Communications Commission

FCC 03-57

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
POTS & Complex Aggregate												
PR-2 - Average Completed Interval												
PR-2-18-2103	Average Interval Completed - Disconnects	3.55	1.01	3.13	0.94	3.01	1.09	2.95	0.92	2.72	1.05	
2-Wire Digital Services												
PR-2 - Average Completed Interval												
PR-2-01-2341	Average Interval Completed - Total No Dispatch	2.39	1	4.07	2	2.31	4.75	4.09	1.33	2.51	1.6	1,2,3,5
PR-2-02-2341	Average Interval Completed - Total Dispatch	7.7	3.6	8.54	5.4	7.4	12.5	7.17	7.2	6.14	2	1,2,3,4,5
PR-4 - Missed Appointments												
PR-4-02-2341	Average Delay Days - Total	7.92	NA	18	NA	3.46	NA	9.72	2	6.13	NA	4
PR-4-03-2341	% Missed Appointment - Customer	9.81	12.5	9.8	0	10.2	0	8.24	0	8.2	0	5
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	11.91	0	12.68	0	8.97	0	8.91	16.67	13.35	0	3,4,5
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	4.17	0	5.83	0	2.02	0	3.48	0	3.02	0	1,2,3,5
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Conf.		0		0		0		0		0	5
PR-5 - Facility Missed Orders												
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.6	0	1.25	0	0.68	0	1.1	0	1.47	0	3,4,5
PR-6 - Installation Quality												
PR-6-01-2341	% Install. Troubles Reported within 30 Days	4.73	28.57	3.67	11.11	4.31	100	5.25	0	3.91	50	1,3,4,5
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	4.17	14.29	3.91	0	4.7	66.67	4	16.67	6.41	0	1,3,4,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0.21	0	0.28	0	0.48	0	0.76	0	1.05	0	5
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	5
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-2200	Average Interval Completed - Total No Dispatch	6.92	1.64	7.56	7.54	4.58	2	5.75	1.67	7.26	3.67	4,5
PR-2-02-2200	Average Interval Completed - Total Dispatch	9.13	5.63	8.6	4.4	8.15	5.57	8.84	18	9.43	3.5	1,2,3,4,5
PR-2-06-2200	Average Interval Completed - DS0											
PR-2-07-2200	Average Interval Completed - DS1											
PR-2-08-2200	Average Interval Completed - DS3											
PR-2-18-2200	Average Interval Completed - Disconnects	7.37	3.76	6.75	4.11	5.87	4.62	5.72	4.36	6.03	3.42	
PR-4 - Missed Appointments												
PR-4-01-2210	% Missed Appointment - Verizon - DS0	14.94	4.17	11.83	2.17	9.1	2.94	11.46	13.33	13.23	0	
PR-4-01-2211	% Missed Appointment - Verizon - DS1	7.75	0	10.82	0	13.37	0	7.61	0	9.52	0	1,2,3,4,5
PR-4-01-2213	% Missed Appointment - Verizon - DS3	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-01-2214	% Missed Appointment - Verizon - Special Other	8.33	0	4.08	0	3.85	0	3.23	0	8.33	0	2,3,4,5

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-03-2200	% Missed Appointment - Customer	16.41	24.19	11.78	7.14	13.62	12.82	12.03	31.58	12.65	20	
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.		3.23		0		0		0		0	
PR-5 - Facility Missed Orders												
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	1.57	0	1.22	0	1.09	0	3.37	0	1.62	0	4,5
PR-6 - Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	1.41	0	0.54	0	2.5	0	1.58	2.13	2.28	0	
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	1.22	0.37	0.87	0	3.15	0	2.74	2.13	1.69	1.67	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	0.73	0	0.23	0	0.3	0	1.05	0	0.78	0	
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0.24	0	0.15	0	0.2	0	0.31	0	0.19	0	
Resale (Maintenance) - POTS/Special Services												
POTS - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2100	Network Trouble Report Rate - Loop	1.13	0.41	1.01	0.38	1.19	0.52	0.99	0.42	0.92	0.41	
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.12	0.04	0.09	0.03	0.09	0.03	0.07	0.03	0.08	0.02	
MR-2-04-2100	% Subsequent Reports	4.57	2.23	4.26	2.18	4.22	2.74	4.09	5.24	4.11	2.14	
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	1.02	0.4	0.93	0.39	1.02	0.47	0.81	0.37	0.79	0.35	
MR-3 - Missed Repair Appointments												
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	27.21	24.18	26.66	13.19	29.5	28.5	28.62	21.85	29.21	29.17	
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	19.02	10.84	19.52	10.76	22.93	11	21.64	12.02	22.74	12.24	
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	19.36	12.5	26.5	30.56	18.47	5	20.16	28.57	19.51	11.11	
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	11.21	11.63	14.84	25.81	10.93	12.82	15.79	27.59	16.9	12.5	
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	9.74	9.07	10.24	7.91	11.08	8.7	10.23	7.42	9.93	6.7	
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	14.41	9.12	14.73	9.04	18.41	10.72	15.96	9.47	16.35	11.32	
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	49.11	46.15	49.9	36.08	52.06	39.29	52.73	45.79	49.76	40.45	
MR-4 - Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair - Total	24.66	18	24	17.93	30.12	24.58	29.38	22.75	29.52	22.42	
MR-4-02-2110	Mean Time To Repair - Loop Trouble- Bus.	13.79	11.83	13.68	11.99	14.16	14.39	14.94	14.69	15.54	17.16	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	27.69	20.18	26.27	19.94	33.8	27.69	32.14	24.96	32.29	24.66	
MR-4-03-2110	Mean Time To Repair - Central Office Trouble- Bus.	8.26	9.74	9.61	8.44	7.65	10.72	10.35	10.71	9.81	6.78	
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	11.49	18.84	14.34	18.04	13.78	22.12	16.89	23.94	17.23	18.17	
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	62.4	76.46	62.78	75.56	54.27	66.42	50.46	63.65	53.33	67.11	
MR-4-06-2100	% Out of Service > 4 Hours	81.38	74.79	82.51	75.89	83.71	78.07	88.2	83.02	85.57	80.03	
MR-4-07-2100	% Out of Service > 12 Hours	67.65	58.45	67.57	59.06	71.11	64.39	75.18	70.28	73.73	68.18	

Federal Communications Commission

FCC 03-57

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-5 - Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	15	11.54	16.39	11.29	15.98	11.35	16.69	13.29	14.95	15.9	
2-Wire Digital Services												
MR-2 - Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate - Loop	0.46	0.02	0.31	0.01	0.4	0.03	0.37	0.01	0.37	0.01	
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.19	0.01	0.14	0	0.19	0.01	0.19	0	0.2	0.01	
MR-2-04-2341	% Subsequent Reports	11.76	20	8.9	0	11.17	0	9.24	0	11.54	0	
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.14	0.07	0.97	0.01	1.01	0.03	0.76	0.04	0.88	0.01	
MR-3 - Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment - Loop	61.87	66.67	55.43	0	52.54	60	60	0	61.11	0	1,2,3,4,5
MR-3-02-2341	% Missed Repair Appointment - Central Office	62.5	0	51.22	NA	45.61	100	50.88	NA	43.75	0	1,3,5
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	32.84	18.18	28.87	50	22.33	40	33.19	33.33	30.52	0	2,3,4,5
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	40.23	33.33	36.07	0	26.51	50	36.47	0	26.98	0	1,2,3,4,5
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	84.69	100	69.12	NA	74.42	100	81.16	NA	79.45	NA	1,3
MR-4 - Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair - Total	24.68	15.35	24.34	2.67	24.93	11.77	27.99	2.9	24.37	2.58	1,2,3,4,5
MR-4-02-2341	Mean Time To Repair - Loop Trouble	26.48	19.76	26.96	2.67	27.19	10.02	32.98	2.9	24.45	3.06	1,2,3,4,5
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	20.22	2.1	18.45	NA	20.25	20.52	18.35	NA	24.23	2.09	1,3,5
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	63.59	50	70.68	100	66.29	100	72.46	100	71.74	100	1,2,3,4,5
MR-4-07-2341	% Out of Service > 12 Hours	61.27	66.67	72.92	0	57.5	60	67.27	0	57.9	0	1,2,3,4,5
MR-4-08-2341	% Out of Service > 24 Hours	35.21	66.67	32.29	0	32.5	0	31.82	0	29.47	0	1,2,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2341	% Repeat Reports within 30 Days	17.44	25	18.05	0	14.86	33.33	18.56	0	23.91	0	1,2,3,4,5
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-2200	Network Trouble Report Rate	0.65	0.52	0.55	0.4	0.76	0.9	0.49	0.71	0.5	0.21	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	0.81	1.01	0.63	0.64	0.73	0.86	0.48	0.67	0.51	0.47	
MR-4 - Trouble Duration Intervals												
MR-4-01-2200	Mean Time To Repair - Total	5.43	2.75	5.55	5.09	5.52	4.62	5.41	6.22	5.7	0.97	5
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	99.57	100	98.32	100	99.26	100	99.79	100	98.95	100	5
MR-4-06-2200	% Out of Service > 4 Hours	52.94	33.33	47.39	37.5	53.99	40.91	51.61	50	52.97	0	2,5
MR-4-08-2200	% Out of Service > 24 Hours	0.43	0	1.69	0	0.74	0	0.21	0	1.06	0	2,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	15.49	15.38	12.96	0	13.36	13.64	15.6	17.65	17.47	60	5

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
UNBUNDLED NETWORK ELEMENTS (UNEs)												
UNE (Ordering) - POTS/Special Services												
Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3143	% On Time LSRC - Flow Through		99.25		93.74		96.92		97.32		97.3	
OR-1-04-3143	% On Time LSRC/ASRC No Facility Check		96.61		95.97		90.42		92.57		93.18	
OR-1-06-3143	% On Time LSRC/ASRC Facility Check		98.59		98.33		98.15		93.36		92.12	
OR-2 - Reject Timeliness												
OR-2-02-3143	% On Time LSR Reject - Flow Through		99.31		94.08		94.09		98.16		97.41	
OR-2-04-3143	% On Time LSR/ASR Reject No Facility Check		99.11		98.68		96.62		97.83		98.07	
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check		100		100		95.12		97.62		100	
OR-6 - Order Accuracy												
OR-6-01-3143	% Accuracy - Orders		96.06		93.93		94.6		94.12		94.5	
OR-6-02-3143	% Accuracy - Opportunities		99.71		99.34		99.18		98.78		99.36	
OR-6-03-3143	% Accuracy - LSRC		0		0		0.05		0.07		0.19	
OR-7 - Order Completeness												
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days		99.79		99.79		99.4		99.89		99.3	
Loop/Pre-qualified Complex/LNP												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC - Flow Through		98.63		98.51		99.28		98.17		98.24	
OR-1-04-3331	% On Time LSRC/ASRC No Facility Check		95.16		97.7		96.98		96.5		95.67	
OR-1-06-3331	% On Time LSRC/ASRC Facility Check		97.45		97.84		97.51		96.5		97.72	
OR-2 - Reject Timeliness												
OR-2-02-3331	% On Time LSR Reject - Flow Through		98.92		98.57		99.89		98.83		99.23	
OR-2-04-3331	% On Time LSR/ASR Reject No Facility Check		97.67		99.42		99.37		98.66		97.61	
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check		100		100		99.36		99.39		100	
OR-6 - Order Accuracy												
OR-6-01-3331	% Accuracy - Orders		98.17		98.98		98.37		99.54		99.62	
OR-6-02-3331	% Accuracy - Opportunities		99.81		99.89		99.76		99.95		99.86	
OR-6-03-3331	% Accuracy - LSRC		0		0.09		0.09		0.27		0.05	
OR-7 - Order Completeness												
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days		99.59		99.54		99.54		99.75		99.5	

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)												
OR-1-04-3341	% On Time LSRC/ASRC No Facility Check		100		100		100		100		86.67	
OR-1-06-3341	% On Time LSRC/ASRC Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (Requiring Loop Qual)												
OR-2-04-3341	% On Time LSR/ASR Reject No Facility Check		100		100		100		100		100	1,3,4
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Loops												
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)												
OR-1-04-3342	% On Time LSRC/ASRC- No Facility Check		97.83		97.47		100		100		100	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (Requiring Loop Qual)												
OR-2-04-3342	% On Time LSR/ASR Reject- No Facility Check		100		100		94.12		100		100	4,5
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Line Sharing												
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)												
OR-1-04-3343	% On Time LSRC/ASRC- No Facility Check		100		100		100		100		100	
OR-1-06-3343	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (Requiring Loop Qual)												
OR-2-04-3343	% On Time LSR/ASR Reject- No Facility Check		100		100		100		100		100	1,2,3,4,5
OR-2-06-3343	% On Time LSR/ASR Reject Facility Check		NA		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects (ASRs + LSRs)												
OR-3-01-3000	% Rejects		28.79		23.08		25.54		21.3		22.57	
OR-4 - Timeliness of Completion Notification												
OR-4-02-3000	Completion Notice (BCN) - % On Time		97.34		97.89		99.43		99.08		99.33	
OR-4-05-3000	Work Completion Notice (PCN) - % On Time		97.44		98.05		99.33		99.4		99.54	
OR-4-12-3000	% Due Date to PCN within 2 Business Days		97.57		96.91		98.88		98.28		98.18	
OR-4-14-3000	% Due Date to BCN within 4 Business Days		97.98		97.46		99.15		98.81		98.86	
OR-5 - Percent Flow-Through												
OR-5-01-3000	% Flow Through - Total (ASRs + LSRs)		64.77		75.12		80.94		79.7		83.08	
OR-5-03-3112	% Flow Through Achieved		89.31		93.94		95.68		95.65		96.01	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)												
OR-1-04-3210	% On Time LSRC/ASRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-3211	% On Time LSRC/ASRC No Facility Check DS1		90		89.02		88.89		88.89		90	

Federal Communications Commission

FCC 03-57

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-04-3213	% On Time LSRC/ASRC No Facility Check DS3		100		100		100		100		100	1,5
OR-1-04-3214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)		100		NA		0		NA		NA	1,3
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1		78.95		93.84		95.8		94.68		98.92	
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3		62.5		100		95.83		100		100	1,2,5
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1 & DS3)		100		NA		100		NA		NA	1,3
OR-2 - Reject Timeliness (ASRs + LSRs)												
OR-2-04-3200	% On Time LSR/ASR Reject No Facility Check		100		58.33		72.73		100		50	1,5
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check		93.24		89.83		100		92.31		100	
Special Services - FAX/MAIL Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-07-3210	Average ASRC Time No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-07-3211	Average ASRC Time No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-07-3213	Average ASRC Time No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-08-3210	% On Time ASRC No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-08-3211	% On Time ASRC No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-08-3213	% On Time ASRC No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-08-3214	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)		NA		NA		NA		NA		NA	
OR-1-10-3210	% On Time ASRC Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-10-3211	% On Time ASRC Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, DS1 & DS3)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-08-3200	% On Time ASR Reject No Facility Check		NA		NA		NA		NA		NA	
OR-2-10-3200	% On Time ASR Reject Facility Check		NA		NA		NA		NA		NA	
UNE (Provisioning) - POTS/Special Services												
POTS - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop		4.97		4.86		5.21		4.92		5.08	
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	1.36	NA	1.06	NA	0.96	NA	0.96	6.67	1.17	4	4,5

Federal Communications Commission

MARKET PERFORMANCE METRIC DATA

Market Number	Market Name	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	Notes
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	1.36	1.38	1.06	1.71	0.96	1.82	0.96	1.56	1.17	1.4	
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	5.17	4.83	4.28	5.05	4.02	4.99	3.65	5.32	4.11	4.38	
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	5.17	3.09	4.28	3.75	4.02	3.51	3.65	3.07	4.11	3.47	
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	8.31	6.62	7.58	6.08	8.44	6.4	6.15	7.42	7.81	6	3,5
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	8.31	3	7.58	3.25	8.44	5.25	6.15	9	7.81	2	1,2,3,4,5
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	11.47	8.67	8.11	9.86	7.31	9.6	7.51	12.14	8.75	NA	1,2,3,4
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	11.47	6	8.11	NA	7.31	4.33	7.51	6.5	8.75	NA	1,3,4
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days - Total	3.22	11.42	3.43	2.13	3.22	2.94	3.17	1.76	4.27	2.05	
PR-4-03-3100	% Missed Appt. - Customer	1.75	3.15	1.84	2.33	1.76	1.28	2.04	0.82	2.44	2.28	
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	8.92	1.07	8.54	2.14	8.28	3.09	9.61	1.37	11.27	1.39	
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	8.92	1.83	8.54	1.78	8.28	1.33	9.61	2.91	11.27	8.87	
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	8.92	0	8.54	1.69	8.28	0	9.61	0	11.27	0	
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	1.09	0.31	0.83	0	0.6	0	0.86	0	0.8	0	
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	1.09	NA	0.83	NA	0.6	NA	0.86	0	0.8	0	4,5
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	1.09	0.11	0.83	0.07	0.6	0.02	0.86	0.03	0.8	0.12	
PR-4-07-3540	% On Time Performance - LNP Only		92.31		98.17		96.96		97.44		96.44	
PR-5 - Facility Missed Orders												
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	2.66	1.07	2.73	2.14	2.49	2.4	2.84	1.03	3.03	0.46	
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	2.66	1.83	2.73	1.78	2.49	1	2.84	0.24	3.03	2.82	
PR-6 - Installation Troubles												
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	4.2	3.17	4.23	2.88	4.15	3.22	4.21	3.77	4.27	2.52	
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	4.2	0.7	4.23	0.83	4.15	1.02	4.21	0.93	4.27	0.96	
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.64	1.75	2.69	1.48	2.59	2.22	2.67	2.4	2.68	1.49	
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	2.64	0.37	2.69	0.47	2.59	0.41	2.67	0.47	2.68	0.38	
PR-6-02-3520			0.56		0.59		0.47		0.38		0.54	

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.86	3.23	3.97	2.77	3.86	4.1	3.92	3.6	3.95	3.55	
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Other	3.86	0.81	3.97	0.8	3.86	0.95	3.92	1.07	3.95	1.05	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.04	0	0.04	0	0.03	0	0.05	0	0.04	0	
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.02	0	0.02	0	0.02	0	0.02	0	0.01	0	
Hot Cuts												
PR-9 - Hot Cut Loops												
PR-9-01-3520	% On Time Performance - Hot Cut Loop		98.98		98.72		97.72		98.89		96.52	
PR-9-08-3520	Average Duration of Service Interruption		12.34		14.53		9.98		15.87		10.36	1,3,4,5
POTS & Complex Aggregate												
PR-2 - Average Completed Interval												
2-Wire Digital Services												
PR-2 - Average Completed Interval												
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	2.39	0	4.07	2	2.31	NA	4.09	6	2.51	5.5	1,2,4,5
PR-2-02-3341	Av. Interval Completed - Total Dispatch	7.7	5.57	8.54	6.23	7.4	6.12	7.17	6.08	6.14	5.88	
PR-4 - Missed Appointments												
PR-4-02-3341	Average Delay Days - Total	7.92	1.2	18	2.75	3.46	1.91	9.72	3.44	6.13	3.8	1,2,5
PR-4-03-3341	% Missed Appointment - Customer	9.81	5.48	9.8	3.23	10.2	6.76	8.24	4.84	8.2	5.56	
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	11.91	1.49	12.68	3.57	8.97	8.96	8.91	12.5	13.35	6	
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	4.17	0	5.83	0	2.02	0	3.48	0	3.02	0	1,2,3,4,5
PR-5 - Facility Missed Orders												
PR-5-01-3341	% Missed Appointment - Verizon Facilities	1.6	5.56	1.25	3.39	0.68	6.85	1.1	10	1.47	3.85	
PR-6 - Installation Quality												
PR-6-01-3341	% Install. Troubles Reported within 30 Days	4.73	2.7	3.67	4.84	4.31	8.97	5.25	9.84	3.91	5.66	
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	4.17	2.7	3.91	11.29	4.7	2.56	4	4.92	6.41	3.77	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.21	0	0.28	0	0.48	0	0.76	0	1.05	0	
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Loops												
PR-2 - Average Completed Interval												
PR-2-01-3342	Av. Interval Completed - Total No Dispatch		4.67		3.33		5		5		4.78	1,2,3,4
PR-2-02-3342	Av. Interval Completed - Total Dispatch		5.57		5.68		5.76		5.67		5.65	

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	4.53	2.56	10.53	2.5	6.06	2.64	5.42	2.7	9.35	2.5	5
PR-4-03-3342	% Missed Appointment - Customer	0.72	5.5	0.8	2.99	0.66	4.38	2.84	7.63	1.21	11.32	
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch		0.53		1.24		1.63		3.72		2.51	
PR-4-14-3342	% Completed On Time		99.68		99.37		98.4		99.58		99.49	
PR-5 - Facility Missed Orders												
PR-5-01-3342	% Missed Appointment - Verizon Facilities	1.46	1.81	2.79	1.83	3.26	2.83	3.47	2.05	4.03	2.48	
PR-6 - Installation Quality												
PR-6-01-3342	% Install. Troubles Reported within 30 Days	6.7	2.25	6.81	0.89	7.2	2.19	1.49	1.2	6.96	1.42	
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	3.86	4.25	3.97	8.93	3.86	7.19	3.92	3.21	3.95	6.6	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	0.89	0	0.2	0	0.27	0	1.09	0	0.79	0	
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0.22	0	0.1	0	0.13	0	0.27	0	0.13	0	
2-Wire xDSL Line Sharing												
PR-2 - Average Completed Interval												
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	3.03	2.8	3.06	2.9	3.06	2.79	3.07	2.71	3.13	2.74	
PR-2-02-3343	Av. Interval Completed - Total Dispatch	2.99	2.85	3.07	3	3.06	3.02	3.13	3	3.29	2.93	
PR-4 - Missed Appointments												
PR-4-02-3343	Average Delay Days - Total	1.35	NA	1.22	NA	1.33	1	2.04	2	1.78	1.33	3,4,5
PR-4-03-3343	% Missed Appointment - Customer	0.72	2.97	0.8	1.18	0.66	0.84	2.84	1.92	1.21	1.65	
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	1.15	0	1.61	0	1.95	0	5.08	0	8.65	3.23	
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	2.33	0	3.22	0	2.54	0.23	2.62	0.19	2.4	0.3	
PR-5 - Facility Missed Orders												
PR-5-01-3343	% Missed Appointment - Verizon Facilities	1.46	0	2.79	0	3.26	0	3.47	0	4.03	3.03	
PR-6 - Installation Quality												
PR-6-01-3343	% Install. Troubles Reported within 30 Days	0.55	0.42	0.57	0.3	0.83	1.26	0.76	1.39	0.65	1.65	
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	3.34	7.2	3.6	10.36	4.91	8.6	4.47	5.92	3.95	5.77	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3200	Av. Interval Completed - Total No Dispatch	6.92	10	7.56	21	4.58	NA	5.75	3.5	7.26	NA	1,2,4
PR-2-02-3200	Av. Interval Completed - Total Dispatch	9.13	14.88	8.6	12.7	8.15	14.89	8.84	13.67	9.43	13.86	

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-06-3200	Av. Interval Completed - DS0											
PR-2-07-3200	Av. Interval Completed - DS1											
PR-2-08-3200	Av. Interval Completed - DS3											
PR-2-09-3511	Av. Interval Completed - Total - EEL - Backbone		NA		NA		NA		NA		24	5
PR-2-09-3512	Av. Interval Completed - Total - EEL - Loop		NA		NA		NA		19		NA	4
PR-4 - Missed Appointments												
PR-4-01-3210	% Missed Appointment - Verizon - DS0	14.94	0	11.83	0	9.1	0	11.46	0	13.23	0	1,2,3,4,5
PR-4-01-3211	% Missed Appointment - Verizon - DS1	7.75	3.89	10.82	1.08	13.37	0.01	7.61	0	9.52	0.04	
PR-4-01-3213	% Missed Appointment - Verizon - DS3	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-01-3215	% Missed Appointment - Verizon - Special Other	8.33	NA	4.08	NA	3.85	NA	3.23	NA	8.33	NA	
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	7.75	NA	10.82	NA	13.37	NA	7.61	50	9.52	100	4,5
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	0	10	0	0	0	0	0	4.35	0	0	
PR-4-02-3200	Average Delay Days - Total	4.38	6.14	9.69	2	3.33	3.5	5.6	NA	8.77	1.67	1,2,3,5
PR-4-02-3510	Average Delay Days - Total - EEL	3.05	NA	4.96	NA	0	NA	5	1	5.25	8	4,5
PR-4-02-3530	Average Delay Days - Total - IOF	NA	4.5	NA	NA	NA	NA	NA	1	NA	NA	1,4
PR-4-03-3200	% Missed Appointment - Customer	16.41	7.14	11.78	1.85	13.62	2.7	12.03	6.31	12.65	9.3	
PR-4-03-3510	% Missed Appointment - Customer - EEL	19.01	NA	18.18	NA	14.44	NA	21.2	0	17.62	0	4,5
PR-4-08-3200	% Missed Appt. - Customer - Due to Late Order Conf.		2.38		0.93		0.68		0		1.15	
PR-5 - Facility Missed Orders												
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	1.57	2.48	1.22	0	1.09	0	3.37	0.91	1.62	3.45	
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	1.41	4.59	0.54	8.33	2.5	4.58	1.58	5.65	2.28	4.3	
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	1.22	3.21	0.87	9.09	3.15	2.61	2.74	4.03	1.69	6.45	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	0.73	0	0.23	1.06	0.3	0	1.05	0	0.78	0	
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	0.24	0	0.15	0	0.2	0	0.31	0	0.19	0	
UNE (Maintenance) - POTS/Special Services												
Maintenance - POTS Loop												
MR-2 - Trouble Report Rate												
MR-2-02-3550	Network Trouble Report Rate - Loop	1.13	0.51	1.01	0.42	1.19	0.55	0.99	0.42	0.92	0.38	
MR-2-03-3550	Network Trouble Report Rate - Central Office	0.12	0.08	0.09	0.08	0.09	0.07	0.07	0.05	0.08	0.03	
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	1.02	0.76	0.93	0.57	1.02	0.67	0.81	0.59	0.79	0.53	
MR-3 - Missed Repair Appointments												
MR-3-01-3550	% Missed Repair Appointment - Loop	19.95	7.55	20.32	4.23	23.7	8.7	22.36	7.41	23.42	4.7	
MR-3-02-3550	% Missed Repair Appointment - Central Office	13.03	5.88	17.34	8.45	12.84	6.56	16.82	9.09	17.5	11.54	

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	9.74	3.8	10.24	4.18	11.08	5.85	10.23	2.4	9.93	4.87	
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	14.41	4.73	14.73	2.43	18.41	4.67	15.96	4.51	16.35	1.73	
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	49.11	31.91	49.9	27.5	52.06	37.29	52.73	23.26	49.76	38.71	
MR-4 - Trouble Duration Intervals												
MR-4-01-3550	Mean Time To Repair - Total	24.66	17.43	24	16.82	30.12	17.61	29.38	19.36	29.52	16.64	
MR-4-02-3550	Mean Time To Repair - Loop Trouble	26.14	17.84	24.95	17.31	31.5	18.13	30.33	19.56	30.7	17.11	
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	10.92	14.86	13.38	14.33	12.37	13.67	15.38	14.35	15.5	8.42	
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	62.4	80.49	62.78	83.33	54.27	80.04	50.46	78.73	53.33	82.03	
MR-4-07-3550	% Out of Service > 12 Hours	67.65	64.21	67.57	64.89	71.11	62.69	75.18	66.34	73.73	58.62	
MR-4-08-3550	% Out of Service > 24 Hours	34.71	18.85	33.09	15.67	39.87	14.77	45.31	16.83	45.5	14.18	
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	22.91	16.64	22.11	16.77	28.68	16.99	26.57	17.87	26.05	15.5	
MR-4-10-3550	Mean Time To Repair - Double Dispatch	41.35	29.22	39.51	20.29	46.45	25.5	45.2	29.37	45.66	29.89	
MR-5 - Repeat Trouble Reports												
MR-5-01-3550	% Repeat Reports within 30 Days	15	17.07	16.39	15.73	15.98	18.62	16.69	14.68	14.95	20.29	
Maintenance - POTS Platform												
MR-2 - Trouble Report Rate												
MR-2-02-3140	Network Trouble Report Rate - Platform	1.13	0.61	1.01	0.6	1.19	0.76	0.99	0.64	0.92	0.62	
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.12	0.09	0.09	0.07	0.09	0.16	0.07	0.08	0.08	0.04	
MR-2-04-3140	% Subsequent Reports	4.57	2.96	4.26	2.38	4.22	2.62	4.09	3.19	4.11	2.42	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	1.02	0.87	0.93	0.68	1.02	0.9	0.81	0.82	0.79	0.72	
MR-3 - Missed Repair Appointments												
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	27.21	30.65	26.66	24.83	29.5	21.05	28.62	26.63	29.21	28.74	
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	19.02	14.29	19.52	10.81	22.93	10.64	21.64	13.03	22.74	13.27	
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	19.36	31.58	26.5	35	18.47	13.95	20.16	16.67	19.51	23.81	
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	11.21	20	14.84	14.29	10.93	11.63	15.79	8	16.9	15.39	1,2
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	9.74	13.88	10.24	11.6	11.08	8.48	10.23	7.53	9.93	11.97	
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	14.41	22.75	14.73	17.65	18.41	13	15.96	13.42	16.35	13.6	
MR-4 - Trouble Duration Intervals												
MR-4-01-3140	Mean Time To Repair - Total	24.66	15.67	24	15.52	30.12	18.25	29.38	22.72	29.52	22.77	
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	62.4	79.19	62.78	84.15	54.27	75.78	50.46	64.95	53.33	65.33	
MR-4-06-3140	% Out of Service > 4 Hours	81.38	66.91	82.51	67.9	83.71	67.83	88.2	82.41	85.57	80.83	
MR-4-07-3140	% Out of Service > 12 Hours	67.65	51.08	67.57	54.32	71.11	55.65	75.18	68.33	73.73	71.24	
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	12.55	12.12	11.6	7.77	13.02	7.74	15.51	15	16.03	7.91	
MR-4-08-3145	% Out of Service > 24 Hours - Res.	37.79	42.5	36.05	32.2	43.95	37.85	49.04	43.78	49.05	46.96	
MR-5 - Repeat Trouble Reports												
MR-5-01-3140	% Repeat Reports within 30 Days	15	19.8	16.39	14.23	15.98	12.01	16.69	14.23	14.95	12	

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3341	Network Trouble Report Rate - Loop	0.46	0.9	0.31	0.8	0.4	1.14	0.37	0.78	0.37	0.45	
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.19	0.07	0.14	0.04	0.19	0	0.19	0.04	0.2	0.15	
MR-2-04-3341	% Subsequent Reports	11.76	0	8.9	0	11.17	0	9.24	0	11.54	5.88	
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment - Loop	61.87	12	55.43	18.18	52.54	19.36	60	23.81	61.11	16.67	
MR-3-02-3341	% Missed Repair Appointment - Central Office	62.5	50	51.22	0	45.61	NA	50.88	0	43.75	0	1,2,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair - Total	24.68	28.08	24.34	26.91	24.93	30.8	27.99	21.26	24.37	14.87	
MR-4-02-3341	Mean Time To Repair - Loop Trouble	26.48	28.41	26.96	28.07	27.19	30.8	32.98	22.19	24.45	16.44	
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	20.22	23.93	18.45	1.57	20.25	NA	18.35	1.73	24.23	10.16	1,2,4,5
MR-4-07-3341	% Out of Service > 12 Hours	61.27	68.42	72.92	78.95	57.5	73.08	67.27	70	57.9	53.85	
MR-4-08-3341	% Out of Service > 24 Hours	35.21	47.37	32.29	52.63	32.5	38.46	31.82	40	29.47	15.39	
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	16.05	27.73	17.26	23.35	16.66	33.21	15.39	16.85	11.22	12.12	
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	17.44	25.93	18.05	30.43	14.86	19.36	18.56	9.09	23.91	25	
2-Wire xDSL Loops - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3342	Network Trouble Report Rate - Loop	0.19	0.43	0.19	0.35	0.23	0.33	0.18	0.27	0.14	0.24	
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.05	0.06	0.05	0.05	0.05	0.04	0.05	0.03	0.06	0.01	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment - Loop	41.92	4.35	30.91	5.88	23.86	4.62	38.99	7.55	45.39	6.67	
MR-3-02-3342	% Missed Repair Appointment - Central Office	17.65	0	6.76	0	11.29	11.11	19.05	0	23.38	0	4,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3342	Mean Time To Repair - Loop Trouble	55.19	18.31	64.09	21.74	76.09	20.39	46.53	23.6	45.26	26.08	
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	19.04	3.1	24.62	8.9	26.72	17.98	22.47	5.84	24.43	8.41	4,5
MR-4-07-3342	% Out of Service > 12 Hours	79.03	53.75	79.59	63.33	84.36	69.09	84.04	68.52	77.11	65.85	
MR-4-08-3342	% Out of Service > 24 Hours	56.99	18.75	61.73	26.67	71.56	20	55.85	27.78	51.81	31.71	
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days	36.17	21.36	38.49	19.48	35.52	18.92	33.78	9.84	43	18.75	
2-Wire xDSL Line Sharing - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3343	Network Trouble Report Rate - Loop	0.19	0.1	0.19	0.18	0.23	0.12	0.18	0.21	0.14	0.19	
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.05	0.1	0.05	0.14	0.05	0.16	0.05	0.14	0.06	0.19	

Federal Communications Commission

FCC 03-57

MARKET AND PERFORMANCE REPORT DATA

Metric Number	Metric Name	August VZ	August CLEC	September VZ	September CLEC	October VZ	October CLEC	November VZ	November CLEC	December VZ	December CLEC	Notes
MR-3 - Missed Repair Appointments												
MR-3-01-3343	% Missed Repair Appointment - Loop	41.92	66.67	30.91	40	23.86	33.33	38.99	25	45.39	60	1,2,3
MR-3-02-3343	% Missed Repair Appointment - Central Office	17.65	0	6.76	0	11.29	10	19.05	0	23.38	12.5	1,2,4,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3343	Mean Time To Repair - Loop Trouble	55.19	62.22	64.09	75.04	76.09	63.64	46.53	35.8	45.26	32.4	1,2,3
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	19.04	16.02	24.62	12.69	26.72	18.75	22.47	13.62	24.43	30.64	1,2,4,5
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	36.6	20	32.64	37.5	24.32	53.85	41.44	72.22	46.38	55.56	1,2
MR-4-07-3343	% Out of Service > 12 Hours	79.03	80	79.59	85.71	84.36	58.33	84.04	75	77.11	55.56	1,2
MR-4-08-3343	% Out of Service > 24 Hours	56.99	80	61.73	71.43	71.56	41.67	55.85	31.25	51.81	44.44	1,2
MR-5 - Repeat Trouble Reports												
MR-5-01-3343	% Repeat Reports within 30 Days	36.17	80	38.49	87.5	35.52	30.77	33.78	33.33	43	61.11	1,2
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-3200	Network Trouble Report Rate	0.65	2.5	0.55	1.44	0.76	1.73	0.49	2.13	0.5	1.29	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.81	2.14	0.63	2.25	0.73	2.19	0.48	1.42	0.51	1.51	

MR-4-01-3200	Mean Time To Repair - Total	3.43	3.97	3.33	3.01	3.34	4.47	3.41	3.12	3.1	4.01	
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	99.57	100	98.32	100	99.26	97.78	99.79	100	98.95	100	
MR-4-06-3200	% Out of Service > 4 Hours	52.94	36.84	47.39	31.43	53.99	52.5	51.61	52.17	52.97	36.36	
MR-4-08-3200	% Out of Service > 24 Hours	0.43	0	1.69	0	0.74	2.5	0.21	0	1.06	0	
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	15.49	11.11	12.96	13.51	13.36	15.56	15.6	24.56	17.47	17.14	
Trunks (Aggregate) - POTS/Special Services												

OR-1 - Order Confirmation Timeliness												
OR-1-11-5020	Av. FOC Time (<= 192 Forecasted Trunks)		3.31		2.82		3		2.13		2.77	
OR-1-11-5030	Av. FOC Time (> 192 and Unforecasted Trunks)		4.39		4.16		5.99		5.36		3.83	
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)		100		100		100		100		100	4
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)		91.67		97.65		88.46		87.5		94.95	
OR-1-13-5020	% On Time Design Layout Record (DLR)		100		100		98.99		97.06		100	1
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment		NA		NA		NA		NA		NA	
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment		NA		NA		NA		NA		NA	

Federal Communications Commission

FCC 03-57

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2 - Reject Timeliness												
OR-2-11-5000	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		3.25		1.5		1.59		2.69		4	
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		100		100		100		100		77.78	1,2
PROVISIONING												
PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	10	13	11.19	NA	11.18	NA	12.07	NA	11.4	NA	1
PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	10.24	12.09	11.96	9.14	11.21	9.52	12.73	9.48	13.67	21.69	
PR-2-09-5020												
Av. Interval Completed - Total (<= 192 Forecasted Trunks)												
PR-2-09-5030	Av. Interval Completed - Total (> 192 Forecasted Trunks)	9.78	12.38	18.78	12.2	11.32	12.13	13.41	8.86	15.6	25.42	1,2
PR-4 - Missed Appointment												
PR-4-01-5000	% Missed Appointment - Verizon - Total	0	0	0	0	0	0.3	1.83	0.03	0	0	
PR-4-02-5000	Average Delay Days - Total	NA	NA	NA	NA	NA	10.38	3.6	5	NA	NA	4
PR-4-03-5000	% Missed Appointment - Customer	75.01	24.41	37.7	42.03	37.43	32.51	52.01	50.36	8.08	40.11	
PR-5 - Facility Missed Orders												
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	0	0	0	0	0	0.1	0.37	0	0	0	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0	0	0	0	0	0	0	0	0	0	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0	0	0	0	0	0	0	0	0	0	
PR-6 - Installation Quality												
PR-6-01-5000	% Installation Troubles reported within 30 Days	0.02	0	0.04	0	0.02	0	0	0	0.02	0	
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	0.02	0.03	0	0	0.02	0.09	0.03	0.03	0	0	
PR-8 - Open Orders in a Hold Status												
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	1.21	0	0	4.55	0	
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
MAINTENANCE												
MR-2 - Trouble Report Rate												
MR-2-01-5000	Network Trouble Report Rate	0.01	0.01	0.01	0.01	0.02	0	0	0	0	0.01	
MR-4 - Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair - Total	1.54	2.55	12.52	7.16	9.59	1.56	1.19	0.82	1.92	1.3	4
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100	100	87.5	91.18	88.89	100	100	100	100	100	4
MR-4-05-5000	% Out of Service > 2 Hours	17.39	58.33	62.5	26.47	40.74	36.36	20	0	28.57	15.38	4

MARYLAND PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-06-5000	% Out of Service > 4 Hours	8.7	25	37.5	17.65	18.52	9.09	20	0	14.29	3.85	4
MR-4-07-5000	% Out of Service > 12 Hours	0	0	25	14.71	11.11	0	0	0	0	0	4
MR-4-08-5000	% Out of Service > 24 Hours	0	0	12.5	8.82	11.11	0	0	0	0	0	4
MR-5 - Repeat Trouble Report Rates												
MR-5-01-5000	% Repeat Reports within 30 Days	8.7	16.67	18.75	0	0	9.09	0	0	0	0	4
NETWORK PERFORMANCE												
NP-1 - Percent Final Trunk Group Blockage												
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	0	0	1.09	1.45	1.95	4.35	0	0	0.85	1.47	
NP-1-02-5000	% FTG Exceeding Blocking Std. -(No Exceptions)	0	3.39	1.09	4.35	1.95	4.35	0	0	0.85	2.94	
NP-2 - Collocation Performance - New												
NP-2-01-6701	% On Time Response to Request for Physical Collocation		100		100		100		100		NA	1,2,3,4
NP-2-02-6701	% On Time Response to Request for Virtual Collocation		NA		NA		100		NA		NA	3
NP-2-03-6701	Average Interval - Physical Collocation		66.2		NA		51		67.5		63	
NP-2-04-6701	Average Interval - Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6701	% On Time - Physical Collocation		100		NA		100		100		100	1,3,4,5
NP-2-06-6701	% On Time - Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6701	Average Delay Days - Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6701	Average Delay Days - Virtual Collocation		NA		NA		NA		NA		NA	
NP-2 - Collocation Performance - Augment												
NP-2-01-6702	% On Time Response to Request for Physical Collocation		100		100		100		100		100	1,2
NP-2-02-6702	% On Time Response to Request for Virtual Collocation		NA		100		NA		NA		NA	2
NP-2-03-6702	Average Interval - Physical Collocation		39.83		53.19		46.4		32.38		45.8	
NP-2-04-6702	Average Interval - Virtual Collocation		NA		NA		NA		NA		42	
NP-2-05-6702	% On Time - Physical Collocation		100		100		100		100		100	3,4,5
NP-2-06-6702	% On Time - Virtual Collocation		NA		NA		NA		NA		100	5
NP-2-07-6702	Average Delay Days - Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6702	Average Delay Days - Virtual Collocation		NA		NA		NA		NA		NA	

Abbreviations: NA = No Activity.
blank cell = No data provided.
VZ = Verizon retail analog. If no data was provided,
the metric may have a benchmark.

Notes:

- 1 = Sample Size under 10 for August.
2 = Sample Size under 10 for September.
3 = Sample Size under 10 for October.
4 = Sample Size under 10 for November.
5 = Sample Size under 10 for December.

Appendix C

Washington, D.C. Performance Metrics

All data included here are taken from the Washington, D.C. Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we **may** use non-metric evidence, and **may** rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on **for** a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

Metric Number	Metric Name	Metric Number	Metric Name
Preorder and OSS Availability:		Change Management, Billing, OS/DA, Interconnection and Collocation:	
OR-1-02	% On Time LSRC – Flow Through	BI-1-02	% DUF in 4 Business Days
OR-1-04	% On Time LSRC No Facility Check	BI-2-01	Timeliness of Carrier Bill
OR-1-06	% On Time LSRC/ASRC Facility Check	BI-3-01	% Billing Adjustments - Dollars Adjusted
OR-1-07	Average ASRC Time No Facility Check	BI-3-02	% Billing Adjustments - Number of Adjustments
OR-1-08	% On Time ASRC No Facility Check	BI-3-04	% CLEC Billing Claims Acknowledged Within Two Business Days
			% CLEC Billing Claims Resolved Within 28 Calendar Days After
OR-1-10	% On Time ASRC Facility Check	BI-3-05	Acknowledgement
OR-1-11	Av. FOC Time	NP-1-01	% Final Trunk Groups Exceeding Blocking Standard
OR-1-12	% On Time FOC	NP-1-02	% FTG Exceeding Blocking Std. – (No Exceptions)
OR-1-13	% On Time Design Layout Record (DLR)	NP-2-01	% On Time Response to Request for Physical Collocation
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks	NP-2-02	% On Time Response to Request for Virtual Collocation
PO-1-01	Customer Service Record	NP-2-03	Average Interval – Physical Collocation
PO-1-02	Due Date Availability	NP-2-04	Average Interval – Virtual Collocation
PO-1-03	Address Validation	NP-2-05	% On Time – Physical Collocation
PO-1-04	Product & Service Availability	NP-2-06	% On Time – Virtual Collocation
PO-1-05	Telephone Number Availability & Reservation	NP-2-07	Average Delay Days – Physical Collocation
PO-1-06	Average Response Time - Mechanized Loop Qualification - DSL	NP-2-08	Average Delay Days – Virtual Collocation
PO-1-07	Rejected Query	Ordering:	
PO-1-08	% Timeouts	OR-2-02	% On Time LSR Reject – Flow Through
PO-1-09	Parsed CSR	OR-2-04	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through
PO-2-01	OSS Interf. Avail. – Total	OR-2-06	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through
PO-2-02	OSS Interf. Avail. – Prime Time	OR-2-08	% On Time LSR Reject < 6 Lines - Fax
PO-2-03	OSS Interf. Avail. – Non-Prime	OR-2-10	% On Time ASR Reject Facility Check
PO-4-01	% Notices Sent on Time	OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days	OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)
PO-4-03	Change Mgmt. Notice - Delay 8+ Days	OK-3-01	% Rejects
OR-6-04	% Accuracy - Directory Listing	OR-4-02	Completion Notice (BCN) – % On Time
PO-8-01	% On Time - Manual Loop Qualification	OK-4-05	Work Completion Notice (PCN) – % On Time
PO-8-02	% On Time - Engineering Record Request	OR-4-12	% Due Date to PCN within 2 Business Days
MR-1-01	Create Trouble	OR-4-14	% Due Date to BCN within 4 Business Days
OR-5-03	% Flow Through Achieved	OR-4-17	% Billing Completion Notifier sent within two (2) Business Days
OR-6-01	% Accuracy - Orders	OR-5-01	% Flow Through - Total
OR-6-02	% Accuracy – Opportunities	PR-6-01	% Installation Troubles reported within 30 Days
OR-6-03	% Accuracy – LSRC	PR-6-02	% Installation Troubles reported within 7 Days
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Days	PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
PR-8-01	Open Orders in a Hold Status > 30 Days
PR-8-02	Open Orders in a Hold Status > 90 Days
PR-9-01	% On Time Performance – Hot Cut
PR-9-08	Average Duration of Service Interruption
Maintenance and Repair:	
MR-2-01	Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate
MR-2-03	Network Trouble Report Rate – Central Office
MR-2-04	% Subsequent Reports
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment – Loop
MR-3-02	% Missed Repair Appointment – Central Office
MR-3-03	% CPE/TOK/FOK – Missed Appointment
MR-3-04	% Missed Repair Appointment – No Double Dispatch
MR-3-05	% Missed Repair Appointment – Double Dispatch
MR-4-01	Mean Time To Repair
MR-4-02	Mean Time To Repair – Loop Trouble
MR-4-03	Mean Time To Repair – Central Office Trouble
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-05	% Out of Service > 2 Hours
MR-4-06	% Out of Service > 4 Hours
MR-4-07	% Out of Service > 12 Hours
MR-4-08	% Out of Service > 24 Hours
MR-4-09	Mean Time To Repair – No Double Dispatch
MR-4-10	Mean Time To Repair – Double Dispatch
MR-5-01	% Repeat Reports within 30 Days

Metric Number	Metric Name
PR-1-09	Av. Interval Offered – Total
PR-2-01	Average Interval Completed – Total No Dispatch
PR-2-02	Average Interval Completed – Total Dispatch
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)
PR-2-04	Average Interval Completed – Dispatch (6-9 Lines)
PR-2-05	Average Interval Completed – Dispatch (>= 10 Lines)
PR-2-06	Average Interval Completed – DS0
PR-2-07	Average Interval Completed – DS1
PR-2-08	Average Interval Completed – DS3
PR-2-09	Av. Interval Completed – Total
PR-2-18	Average Interval Completed – Disconnects
PR-4-01	% Missed Appointment – Verizon
PR-4-02	Average Delay Days – Total
PR-4-03	% Missed Appointment – Customer
PR-4-04	% Missed Appointment – Verizon – Dispatch
PR-4-05	% Missed Appointment – Verizon – No Dispatch
PR-4-07	% On Time Performance – LNP Only
PR-4-08	% Missed Appl. – Customer – Late Order Conf.
PR-4-14	% Completed On Time [With Serial Number]
PR-4-15	% Completed On Time -DD-2 Test Total
PR-5-01	% Missed Appointment – Verizon – Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
PR-5-03	% Orders Held for Facilities > 60 Days

Provisioning:

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OSS & BILLING (Pre-Ordering) - POTS/Special Services												
PRE-ORDERING												
PO-1 - Response Time OSS Pre-Ordering Interface												
PO-1-01-6020	Customer Service Record - EDI	0.89	2.74	0.32	2.99	0.22	2.85	0.25	2.7	0.21	3.08	2
PO-1-01-6030	Customer Service Record - CORBA	0.89	0.94	0.32	0.89	0.22	0.9	0.25	1.13	0.21	1.23	
PO-1-01-6050	Customer Service Record - Web GUI	0.89	2.79	0.32	2.79	0.22	6.56	0.25	3.41	0.21	2.77	
PO-1-02-6020	Due Date Availability - EDI	1.15	NA	1.3	NA	1.02	NA	1.09	4.9	1.05	4.83	5
PO-1-02-6030	Due Date Availability - CORBA	1.15	NA	1.3	NA	1.02	NA	1.09	NA	1.05	NA	
PO-1-02-6050	Due Date Availability - Web GUI	1.15	3.81	1.3	4.54	1.02	3.77	1.09	3.69	1.05	3.81	
PO-1-03-6020	Address Validation - EDI	4.58	6.68	4.83	6.71	4.04	6.43	4.05	6.3	4.02	6.35	
PO-1-03-6030	Address Validation - CORBA	4.58	9.12	4.83	7.94	4.04	8.88	4.05	9.29	4.02	7.89	
PO-1-03-6050	Address Validation - Web GUI	4.58	7.97	4.83	8.52	4.04	7.45	4.05	6.97	4.02	7.21	
PO-1-04-6020	Product & Service Availability - EDI	10.02	NA	10.93	NA	9.12	NA	9.07	NA	9.07	NA	
PO-1-04-6030	Product & Service Availability - CORBA	10.02	NA	10.93	NA	9.12	NA	9.07	NA	9.07	NA	
PO-1-04-6050	Product & Service Availability - Web GUI	10.02	12.91	10.93	13.81	9.12	13.02	9.07	12.99	9.07	12.21	5
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	5.64	NA	5.92	NA	4.94	NA	4.97	8.96	4.96	8.42	
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	5.64	NA	5.92	NA	4.94	NA	4.97	NA	4.96	NA	
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	5.64	8.22	5.92	8.29	4.94	7.99	4.97	8.06	4.96	7.58	
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	14.25	5.11	16.02	5.36	14.49	6.04	13.9	5.75	13.89	5.17	
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	14.25	5.3	16.02	5.66	14.49	5.65	13.9	5.35	13.89	4.34	2
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	14.25	5.26	16.02	5.13	14.49	4.49	13.9	5.41	13.89	4.55	
PO-1-07-6020	Rejected Query - EDI	0.85	2.9	0.17	3.04	0.17	3.31	0.18	3.29	0.2	3.02	
PO-1-07-6030	Rejected Query - CORBA	0.85	0.81	0.17	0.76	0.17	0.91	0.18	0.87	0.2	0.97	
PO-1-07-6050	Rejected Query - Web GUI	0.85	2.94	0.17	2.94	0.17	3.14	0.18	3.1	0.2	2.92	
PO-1-08-6020	% Timeouts - EDI		0.36		0.02		0.1		0.31		0.14	
PO-1-08-6030	% Timeouts - CORBA		0.13		0		0		0		0	
PO-1-08-6050	% Timeouts - Web GUI		0.19		1.19		1.12		0.4		0.45	
PO-1-09-6020	Parsed CSR - EDI	0.89	1.94	0.32	1.95	0.22	2	0.25	1.97	0.21	2.04	
PO-1-09-6030	Parsed CSR - CORBA	0.89	0.38	0.32	0.41	0.22	0.5	0.25	0.39	0.21	0.52	
PO-2 - OSS Interface Availability												
PO-2-01-6020	OSS Interf. Avail. - Total - EDI		99.91									

Federal Communications Commission

Form C03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-2-01-6030	OSS Interf. Avail. - Total - CORBA		99.97									
PO-2-01-6060	OSS Interf. Avail. - Total - Electronic Bonding		100									
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI		99.89		99.98		99.99		99.9		99.98	2,3,4,5
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA		99.96		100		100		99.96		100	4
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Maint. Web GUI / Pre-ordering/Ordering Web GUI		99.71									
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Maintenance - Electronic Bonding		100		100		99.82		100		100	3
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI		99.96		99.98		99.98		100		99.86	2,3,5
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA		100		99.97		99.98		99.98		100	2,3,4
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Maint. Web GUI / Pre-ordering/Ordering Web GUI		100									
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Maintenance - Electronic Bonding		100		100		100		100		100	
PO-2-03-6080	OSS Interf. Avail. - Non-Prime - Maint Web GUI/Pre Order/Ordering WEB GUI				99.72		99.61		98.96		100	2,3,4
PO-8 - Manual Loop Qualification												
PO-8-01-2000	% on Time - Manual Loop Qualification		NA		NA		NA		100		0	4,5
PO-8-02-2000	% on Time - Engineering Record Request		NA		NA		NA		NA		NA	
Change Notification												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.		100									
PO-4-01-6621	% Notices Sent on Time - Regulatory		100									
PO-4-01-6631	% Notices Sent on Time - Industry Standard		100									
PO-4-01-6641	% Notices Sent on Time - Verizon Orig.		100									
PO-4-01-6651	% Notices Sent on Time - TC Orig.		100									
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.				100		NA		100		100	2,4
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory				100		100		100		100	2,4,5
PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.		NA									
PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA									
PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA									
PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.		NA									
PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA									

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.				NA		NA		NA		NA	
PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory				NA		NA		NA		NA	
PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.		NA									
PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA									
PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA									
PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.		NA									
PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA									
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.				NA		NA		NA		NA	
PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory				NA		NA		NA		NA	
Change Confirmation												
PO-4 - Timeliness of Change Management Notice												
PO-4-01-6622	% Notices Sent on Time - Regulatory		NA		100		NA		NA		NA	
PO-4-01-6632	% Notices Sent on Time - Ind. Std.		33.33									
PO-4-01-6642	% Notices Sent on Time - Verizon Orig.		NA									
PO-4-01-6652	% Notices Sent on Time - TC Orig.		NA									
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.				100		100		NA		NA	2,3
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-02-6632	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA									
PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.		NA									
PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA									
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.				NA		NA		NA		NA	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-03-6632	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA									
PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.		NA									
PO-4-03-6652	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA									
PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.				NA		NA		NA		NA	

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Melric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
TROUBLE REPORTING (OSS)												
MR-1 -Response Time OSS Maintenance Interface												
MR-1-01-2000	Create Trouble	8.68	3.86	8.96	3.93	9.65	4	4.97	2.47	4.54	2.39	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												
BI-1-02-2030	% DUF in 4 Business Days		98.03		98.58		99.85		99.82		98.87	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill		100		100		100		100		100	
BI-3 - Billing Accuracy & Claims Processing												
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted	15.1	0.98									
BI-3-02-2030	% Billing Adjustments - Number of Adjustments	5.21	0.73									
BI-3-04-2030	% CLEC Billing Claims Acknowledged within two (2) Business Days				97.4		86.49		100		94.12	
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement				100		100		100		90.91	2
ORDERING												
OR-6 - Order Accuracy												
OR-6-04-1030	% Accuracy - Directory Listing		UD		UD		90.05		98.1		99.6	
RESALE												
RESALE Ordering												
OR-7 - Order Completeness												
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days		99.79		99.83		99.82		99.92		99.8	
POTS & Pre-qualified Complex - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC - Flow Through		99.72		99.91		99.95		99.8		99.8	
OR-1-04-2100	% On Time LSRC/ASRC - No Facility Check		98.38		96.12		97.73		98.8		96.55	
OR-1-06-2320	% On Time LSRC/ASRC - Facility Check		100		100		100		90.91		100	
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject - Flow Through		100		99.35		99.62		99.21		100	
OR-2-04-2320	% On Time LSR/ASR Reject - No Facility Check		98.99		97.48		96.64		99.22		98.37	
OR-2-06-2320	% On Time LSR/ASR Reject - Facility Check		100		100		100		100		100	4
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-2341	% On Time LSRC/ASRC No Facility Check		NA		100		100		NA		100	2,3,5
OR-1 - Order Confirmation Timeliness												

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-04-2341	% On Time LSRC/ASRC No Facility Check		NA		100		100		NA		100	2,3,5
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-06-2341	% On Time LSRC/ASRC Facility Check		NA		100		NA		100		NA	2,4
OR-1 - Order Confirmation Timeliness												
OR-1-06-2341	% On Time LSRC/ASRC Facility Check		NA		100		NA		100		NA	2,4
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR/ASR Reject - No Facility Check		NA		100		100		NA		100	2,3,5
OR-2-06-2341	% On Time LSR/ASR Reject - Facility Check		100		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		9.97		9.97		13.86		14.32		12.8	
OR-4 - Timeliness of Completion Notification												
OR-4-02-2000	Completion Notice (BCN) - % On Time		98.82									
OR-4-05-2000	Work Completion Notice (PCN) - % On Time		98.52									
OR-4-12-2000	% Due Date to PCN within 2 Business Days		98.78									
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through - Total		82.62		84.78		85.03		88.64		89.77	
OR-5-03-2000	% Flow Through Achieved		98.13		98.91		97.66		97.58		98.01	
OR-6 - Order Accuracy												
OR-6-01-2000	% Service Order Accuracy		93.71		96.13		93.81		94.81		95.37	
OR-6-02-2000	% Accuracy - Opportunities		99.34									
OR-6-03-2000	% Accuracy - LSRC		0		0		0		0		0	
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-04-2210	% On Time LSRC/ASRC - No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-2211	% On Time LSRC/ASRC - No Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-04-2213	% On Time LSRC/ASRC - No Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-04-2214	% On Time LSRC/ASRC - No Facility Check (Non DS0, DS1, & DS3)		0		NA		NA		NA		100	5
OR-1-06-2210	% On Time LSRC/ASRC - Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-2211	% On Time LSRC/ASRC - Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-06-2213	% On Time LSRC/ASRC - Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-06-2214	% On Time LSRC/ASRC - Facility Check (Non DS0, DS1, & DS3)		100		100		100		100		NA	2,3,4
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR/ASR Reject - No Facility Check		100		100		100		100		100	2,3,4,5

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-06-2200	% On Time LSR/ASR Reject - Facility Check		NA		100		100		NA		NA	2,3
Resale (Provisioning) - POTS/Special Services												
POTS - Provisioning - Total												
PR-2 - Average Completed Interval												
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	8.78	4									
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	9.22	NA									
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days - Total	4.1	3.13	3.7	1.75	5.17	2.43	3.23	5.65	3.92	2.57	3
PR-4-03-2100	% Missed Appointment - Customer	2.59	2.38		3.24		1.92		2.45		3.15	
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	11.2	4.73	10.78	4.49	10.87	4.02	11.16	9.19	14	11.82	
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	1.36	0.35	0.83	0.2	0.73	0	1.08	0	1.08	0.35	
PR-4-08-2100	% Missed Appt. - Customer - Late Order Conf.		0.12									
PR-5 - Facility Missed Orders												
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.69	1.09	0.82	0.82	0.88	0.57	0.66	1.62	0.6	0.91	
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	5.38	8.23	5.05	6.8	4.84	7.25	5	6.43	4.78	7.18	
PR-6-02-2100	% Installation Troubles reported within 7 Days	3.74	5.77									
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	5	10.07		8.44		9.87		10.19		8.24	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.06	0	0.07	0	0.08	0	0.08	0	0.06	0.13	
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.02	0	0.02	0	0.03	0	0.02	0	0.01	0	
POTS - Business												
PR-2 - Average Completed Interval												
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.65	1.15									
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.67	3									
POTS - Residence												
PR-2 - Average Completed Interval												
PR-2-01-2120	Average Interval Completed - Total No Dispatch	1.15	1.49									
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.57	3.05									
POTS & Complex Aggregate												
PR-2 - Average Completed Interval												
PR-2-18-2103	Average Interval Completed - Disconnects	3.27	0.78									
2-Wire Digital Services												
PR-2 - Average Completed Interval												
PR-2-01-2341	Average Interval Completed - Total No Dispatch	3.28	NA									

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-02-2341	Average Interval Completed - Total Dispatch	7.84	NA									
PR-4 - Missed Appointments												
PR-4-02-2341	Average Delay Days - Total	8	NA	10.49	NA	2.06	1	6.56	NA	11.2	NA	3
PR-4-03-2341	% Missed Appointment - Customer	5.35	NA		0		0		NA		0	2,3,5
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	8.23	NA	14.55	0	12.77	50	7.1	NA	10.22	0	2,3,5
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	3.98	NA	4.49	NA	4.72	0	1.28	NA	0.76	0	3,5
PR-4-08-2341	% Missed Appt. - Customer - Late Order Conf.		NA		0		0		NA		0	2,3,5
PR-5 - Facility Missed Orders												
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.5	NA	1.05	0	0	0	1.73	NA	0.44	0	2,3,5
PR-6 - Installation Quality												
PR-6-01-2341	% Install. Troubles Reported within 30 Days	2.66	NA	1.08	0	1.91	NA	7.45	NA	4.9	0	2,5
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	2.66	NA		0		NA		NA		0	2,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0.56	NA	0.13	0	0.58	0	0.98	NA	0.28	0	2,3,5
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0	NA	0	0	0	0	0	NA	0	0	2,3,5
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-2200	Average Interval Completed - Total No Dispatch	7.87	0.8									
PR-2-02-2200	Average Interval Completed - Total Dispatch	9.05	3									
PR-2-06-2200	Average Interval Completed - DS0											
PR-2-07-2200	Average Interval Completed - DS1											
PR-2-08-2200	Average Interval Completed - DS3											
PR-2-18-2200	Average Interval Completed - Disconnects	6.26	2.33									
PR-4 - Missed Appointments												
PR-4-01-2210	% Missed Appointment - Verizon - DS0	10.62	11.11	10.98	0	10.96	0	12.63	0	8.66	NA	2,3,4
PR-4-01-2211	% Missed Appointment - Verizon - DS1	7.33	NA	2.76	50	10.24	NA	4.95	NA	7.59	NA	2
PR-4-01-2213	% Missed Appointment - Verizon - DS3	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-01-2214	% Missed Appointment - Verizon - Special Other	17.39	0	5.41	NA	6.67	0	0	NA	9.09	NA	3
PR-4-02-2200	Average Delay Days - Total	6.47	3	15.05	5	12.52	NA	6.55	NA	9.67	NA	2
PR-4-03-2200	% Missed Appointment - Customer	23.96	31.25		25		28.57		40		NA	2,3,4
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.		0		25		0		0		NA	2,3,4
PR-5 - Facility Missed Orders												
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	2.03	0	1.11	0	1.85	0	1.23	0	1	NA	2,3,4
PR-6 - Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	1.14	0	1.63	0	4.03	0	2.21	0	0.99	NA	

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.65	3.23		0		10		0		NA	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	3.77	0	1.42	0	1.11	0	1.92	0	1.14	NA	2,3,4
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	0.38	0	0.14	0	0.92	0	1.37	0	0.68	NA	2,3,4
Resale (Maintenance) - POTS/Special Services												
MR-2 - Trouble Report Rate												
MR-2-02-2100	Network Trouble Report Rate - Loop	1.1	0.24	0.98	0.21	1.09	0.21	0.9	0.19	0.82	0.19	
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.13	0.02	0.14	0.02	0.13	0.02	0.11	0.01	0.12	0.01	
MR-2-04-2100	% Subsequent Reports	4.94	4.46		4.55		10.83		11.11		1.97	
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	1.13	0.29		0.23		0.28		0.23		0.19	
MR-3 - Missed Repair Appointments												
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	23.19	23.33	27.55	25.71	23.83	26.32	26.94	27.78	27.77	21.05	
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	16.72	11.33	17.7	0.83	16.87	4.93	16.56	11.2	21	6.67	
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	16.67	66.67	16.16	16.67	12.99	25	18.9	25	19.38	0	2,3,4,5
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	9.44	30	12.48	0	7.09	12.5	10.86	40	12.03	37.5	2,3,4,5
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	11.15	10.45		9.36		6.57		7.51		6.34	
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	11	8.75									
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	45.12	38.1									
MR-4 - Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair - Total	21.82	23.04	25.33	16.88	23.06	17.26	26.01	22.01	28.66	20.87	
MR-4-02-2110	Mean Time To Repair - Loop Trouble- Bus.	16.69	16.13	19.11	13.1	16.38	17.19	22.44	21.46	25.43	10.96	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.98	25.12	28.17	17.36	25.64	17.69	27.72	22.04	31.07	22.11	
MR-4-03-2110	Mean Time To Repair - Central Office Trouble- Bus.	9.31	9.45	9.87	22.04	11.05	3.33	14.48	26.23	15.82	9.43	2,3,4,5
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	13.43	16.63	15.62	23.08	13.36	16.72	17.25	19.89	18.09	28.68	2,3,4,5
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	70.27	82.38	62.42	78.57	66.89	81.5	61.53	71.05	62.31	71.14	
MR-4-06-2100	% Out of Service > 4 Hours	81.69	86.96	84.73	81.88	77.85	73.1	84.88	83.85	85.56	83.2	
MR-4-07-2100	% Out of Service > 12 Hours	65.97	77.64	72.16	68.12	65.85	60	69.43	69.23	70.7	73.6	
MR-5 - Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	20.25	25.91	24.6	24.4	23.94	27.17	23.84	22.37	20.83	20.13	
2-Wire Digital Services												
MR-2 - Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate - Loop	0.22	0.14	0.24	0.07	0.28	0.42	0.24	0.77	0.21	0.21	
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.27	0.21	0.25	0	0.23	0	0.16	0	0.29	0	
MR-2-04-2341	% Subsequent Reports	10.81	28.57		NA		NA		NA		NA	
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	0.89	1.11		1.1		1.82		0.7		0.98	

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3 - Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment - Loop	50.85	50	42.19	0	42.86	83.33	46.88	72.73	41.82	66.67	2,3,5
MR-3-02-2341	% Missed Repair Appointment - Central Office	41.1	33.33	37.68	NA	31.25	NA	39.53	NA	37.18	NA	
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	25.62	18.75		37.5		46.15		40		64.29	
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	25.68	40									
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	69.23	NA									
MR-4 - Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair - Total	25.74	8.08	17.35	3.42	22.66	25.06	24.09	37.78	29.7	39.18	2,3,5
MR-4-02-2341	Mean Time To Repair - Loop Trouble	39.37	6.04	21.52	3.42	29.26	25.06	28.72	37.78	36.05	39.18	2,3,5
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	14.72	9.43	13.48	NA	14.72	NA	17.22	NA	25.23	NA	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	79.55	100	75.94	100	72.34	50	70.09	54.55	67.67	33.33	2,3,5
MR-4-07-2341	% Out of Service > 12 Hours	41.51	33.33	49.52	0	48.65	75	56.58	72.73	53.04	100	2,3,5
MR-4-08-2341	% Out of Service > 24 Hours	21.7	0	27.62	0	32.43	50	34.21	45.46	32.17	66.67	2,3,5
MR-5 - Repeat Trouble Reports												
MR-5-01-2341	% Repeat Reports within 30 Days	21.21	0	15.79	0	19.86	16.67	11.22	36.36	16.54	33.33	2,3,5
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-2200	Network Trouble Report Rate	0.36	0.44	0.43	0.44	0.47	0	0.29	0.92	0.31	0.92	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	0.6	1.1		0.66		0.69		0.92		0.92	
MR-4 - Trouble Duration Intervals												
MR-4-01-2200	Mean Time To Repair - Total	5.14	5.93									
MR-4-01-2216	Mean Time To Repair - Total - Non DS0 & DS0			4.63	4.91	4.97	NA	6	3.5	5.98	3.9	2,4,5
MR-4-01-2217	Mean Time To Repair - Total - DS1 & DS3			3.5	NA	3.22	NA	5.01	NA	3.4	1.17	5
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	98.11	100									
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0			100	100	98.28	NA	99.26	100	99.36	100	2,4,5
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3			100	NA	100	NA	96.49	NA	100	100	5
MR-4-06-2200	% Out of Service > 4 Hours	46.42	50									
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0			45.07	100	48.28	NA	57.35	50	55.41	66.67	2,4,5
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3			31.78	NA	26.36	NA	35.09	NA	32.61	0	5
MR-4-08-2200	% Out of Service > 24 Hours	1.89	0									
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0			0	0	1.72	NA	0.74	0	0.64	0	2,4,5
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3			0	NA	0	NA	3.51	NA	0	0	5
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	12.08	50	13.75	0	17.54	NA	13.47	0	13.3	0	2,4,5
UNBUNDLED NETWORK ELEMENTS (UNEs)												

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
UNE (Ordering) - POTS/Special Services												
Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3143	% On Time LSRC - Flow Through		97.44		97.63		98.42		98.39		96.78	
OR-1-04-3143	% On Time LSRC/ASRC - No Facility Check		97		96.12		91.14		96.24		88.89	
OR-1-06-3143	% On Time LSRC/ASRC - Facility Check		100		100		96.15		100		96.55	
OR-2 - Reject Timeliness												
OR-2-02-3143	% On Time LSR Reject - Flow Through		96.1		96.14		94.67		97.56		93.76	
OR-2-04-3143	% On Time LSR/ASR Reject - No Facility Check		100		100		96.68		99.05		97.7	
OR-2-06-3143	% On Time LSR/ASR Reject - Facility Check		100		100		100		100		100	4,5
OR-6 - Order Accuracy												
OR-6-01-3143	% Service Order Accuracy		91.64		93.93		95.02		95.99		94.35	
OR-6-02-3143	% Accuracy - Opportunities		99.31									
OR-6-03-3143	% Accuracy - LSRC		0		0		0.15		0.15		0	
OR-7 - Order Completeness												
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days		99.92		99.96		99.87		99.89		99.91	
Loop/Pre-qualified Complex/LNP												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC - Flow Through		99.36		99.28		99.43		97.89		99.4	
OR-1-04-3331	% On Time LSRC/ASRC - No Facility Check		96.54		98.34		98.64		97.94		94.03	
OR-1-06-3331	% On Time LSRC/ASRC - Facility Check		97.52		97.27		98.18		91.89		97.03	
OR-2 - Reject Timeliness												
OR-2-02-3331	% On Time LSR Reject - Flow Through		98.15		100		100		100		99.5	
OR-2-04-3331	% On Time LSR/ASR Reject - No Facility Check		98.05		99.82		99.71		99.28		97.83	
OR-2-06-3331	% On Time LSR/ASR Reject - Facility Check		98.78		100		98.8		100		96.97	
OR-6 - Order Accuracy												
OR-6-01-3331	% Service Order Accuracy		95.88		98.65		98.73		99.59		97.86	
OR-6-02-3331	% Accuracy - Opportunities		99.59									
OR-6-03-3331	% Accuracy - LSRC		0		0.1		0		0.13		0	
OR-7 - Order Completeness												
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days		99.89		99.52		99.46		99.81		99.82	
2 Wire Digital Services												
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)												
OR-1-04-3341	% On Time LSRC/ASRC - No Facility Check		100		100		100		100		NA	2,3,4

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-06-3341	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (Requiring Loop Qual)												
OR-2-04-3341	% On Time LSR/ASR Reject - No Facility Check		NA		NA		NA		NA		NA	
OR-2-06-3341	% On Time LSR/ASR Reject - Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Loops												
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)												
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check		100		95.45		100		96.43		100	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (Requiring Loop Qual)												
OR-2-04-3342	% On Time LSR/ASR Reject - No Facility Check		100		100		100		100		100	3,4,5
OR-2-06-3342	% On Time LSR/ASR Reject - Facility Check		NA		NA		NA		NA		NA	
2 Wire xDSL Line Sharing & Line Splitting												
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification												
OR-1-04-3340	% On Time LSRC/ASRC - No Facility Check				100		100		100		100	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check				NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-3340	% On Time LSR/ASR Reject - No Facility Check				NA		100		NA		100	3,5
OR-2-06-3340	% On Time LSR/ASR Reject - Facility Check				NA		NA		NA		NA	
2 Wire xDSL Line Sharing												
OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)												
OR-1-04-3343	% On Time LSRC/ASRC - No Facility Check		100									
OR-1-06-3343	% On Time LSRC/ASRC - Facility Check		NA									
OR-2 - Reject Timeliness (Requiring Loop Qual)												
OR-2-04-3343	% On Time LSR/ASR Reject - No Facility Check		NA									
OR-2-06-3343	% On Time LSR/ASR Reject Facility Check		NA									
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-3000	% Rejects (ASRs + LSRs)		20.69		23.1		25.7		22.67		24.56	
OR-4 - Timeliness of Completion Notification												
OR-4-02-3000	Completion Notice (BCN) - % On Time		98.46									
OR-4-05-3000	Work Completion Notice (PCN) - % On Time		98.5									
OR-4-12-3000	% Due Date to PCN within 2 Business Days		98.19									
OR-4-14-3000	% Due Date to BCN within 4 Business Days		98.24									
OR-4-17-3000	% Provisioning Completion Notifiers sent within two (2) business days				96.53		99.49		95.02		99.65	
OR-5 - Percent Flow-Through												

WASHINGTON, D.C. PERFORMANCE MEASURE DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-5-01-3000	% Flow Through - Total		78.86		76.5		76.31		79.02		78.33	
OR-5-03-3000	% Flow Through Achieved				95		95.46		95.88		95.08	
OR-5-03-3112	% Flow Through Achieved		93.61									
Special Services - Electronically Submitted												
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)												
OR-1-04-3210	% On Time LSRC/ASRC - No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-04-3211	% On Time LSRC/ASRC No Facility Check DS1		100									
OR-1-04-3213	% On Time LSRC/ASRC No Facility Check DS3		66.67									
OR-1-04-3214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)		NA									
OR-1-06-3210	% On Time LSRC/ASRC - Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-06-3211	% On Time LSRC/ASRC - Facility Check DS1		69.23		95.45		97.96		91.11		96.77	
OR-1-06-3213	% On Time LSRC/ASRC - Facility Check DS3		NA		66.67		87.5		NA		100	2,3,5
OR-1-06-3214	% On Time LSRC/ASRC - Facility Check (Non DS0, DS1 & DS3)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (ASRs + LSRs)												
OR-2-04-3200	% On Time LSR/ASR Reject - No Facility Check		100		83.33		87.5		66.67		100	3,4,5
OR-2-06-3200	% On Time LSR/ASR Reject - Facility Check		90.48		96.15		100		100		100	5
Special Services - FAX/MAIL Submitted												
OR-1 - Order Confirmation Timeliness												
OR-1-07-3210	Average ASRC Time No Facility Check DS0		NA									
OR-1-07-3211	Average ASRC Time No Facility Check DS1		NA									
OR-1-07-3213	Average ASRC Time No Facility Check DS3		NA									
OR-1-08-3210	% On Time LSRC - No Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-08-3211	% On Time ASRC No Facility Check DS1		NA									
OR-1-08-3213	% On Time ASRC No Facility Check DS3		NA									
OR-1-08-3214	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)		NA									
OR-1-10-3210	% On Time ASRC - Facility Check DS0		NA		NA		NA		NA		NA	
OR-1-10-3211	% On Time ASRC - Facility Check DS1		NA		NA		NA		NA		NA	
OR-1-10-3213	% On Time ASRC - Facility Check DS3		NA		NA		NA		NA		NA	
OR-1-10-3214	% On Time ASRC - Facility Check (Non DS0, DS1 & DS3)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-08-3200	% On Time ASR Reject - No Facility Check		NA		NA		NA		NA		NA	
OR-2-10-3200	% On Time ASR Reject - Facility Check		NA		NA		NA		NA		NA	

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
UNE (Provisioning) - POTS/Special Services												
POTS - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop		6.67									
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	1.65	NA									
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	1.65	1.26									
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.67	4.6									
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	4.67	1.9									
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	8.78	6									
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	8.78	NA									
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	9.22	NA									
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	9.22	3									
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days - Total	4.1	1.67	3.7	2.92	5.17	1	3.23	1.31	3.92	1.72	3
PR-4-03-3100	% Missed Appt. - Customer	2.59	1.68		1.21		1.78		1.96		2.63	
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	11.2	0	10.78	5.88	10.87	0	11.16	0	14	0	
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	11.2	2.33	10.78	11.86	10.87	4.41	11.16	13.79	14	25.49	
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	11.2	0									
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	1.36	0									
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	1.36	NA									
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	1.36	0.3	0.83	0.11	0.73	0.04	1.08	0	1.08	0.19	
PR-4-07-3540	% On Time Performance - LNP Only		91.46		99.54		99.05		98.19		98.81	
PR-5 - Facility Missed Orders												
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.69	0	0.82	2.94	0.88	0	0.66	0	0.6	0	
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.69	0	0.82	0	0.88	0	0.66	0.86	0.6	1.96	
PR-6 - Installation Quality												
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	5.38	2.85	5.05	3.13	4.84	1.05	5	1.32	4.78	1.71	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	5.38	1.06	5.05	1.34	4.84	1.38	5	1.28	4.78	1.65	
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	3.74	1.55									
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	3.74	0.38									

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		2.03		0		0.66		0.77		0.8	
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	5	3.37		2.61		1.92		1.1		2.35	
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	5	0.55		1.06		1.52		1.54		1.25	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.06	0	0.07	0	0.08	0	0.08	0	0.06	0	
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.02	0	0.02	0	0.03	0	0.02	0	0.01	0	
PR-9 - Hot Cut Loops												
PR-9-01-3520	% On Time Performance - Hot Cut Loop		96.55		92.31		100		97.73		100	
PR-9-08-3520	Average Duration of Service Interruption		20.71		NA		69.88		4.57		14.44	3,4,5
Hot Cuts												
PR-9 - Hot Cut Loops												
PR-9-01-3520	% On Time Performance - Hot Cut Loop		96.55		92.31		100		97.73		100	
PR-9-08-3520	Average Duration of Service Interruption		20.71		NA		69.88		4.57		14.44	3,4,5
POTS & Complex Aggregate												
2-Wire Digital Services												
PR-2 - Average Completed Interval												
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	3.28	NA									
PR-2-02-3341	Av. Interval Completed - Total Dispatch	7.84	6									
PR-4 - Missed Appointments												
PR-4-02-3341	Average Delay Days - Total	8	NA	10.49	NA	2.06	NA	6.56	NA	11.2	NA	
PR-4-03-3341	% Missed Appointment - Customer	5.35	33.33		0		14.29		0		0	2,3,4,5
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	8.23	0	14.55	0	12.77	0	7.1	0	10.22	0	2,3,4,5
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	3.98	NA	4.49	NA	4.72	NA	1.28	0	0.76	NA	4
PR-5 - Facility Missed Orders												
PR-5-01-3341	% Missed Appointment - Verizon Facilities	1.5	0	1.05	0	0	0	1.73	0	0.44	0	2,3,4,5
PR-6 - Installation Quality												
PR-6-01-3341	% Install. Troubles Reported within 30 Days	2.66	0	8.31	12.5	9.72	0	9.57	0	8.25	0	2,3,4,5
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	2.66	16.67		12.5		14.29		0		14.29	2,3,4,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.56	0	0.13	0	0.58	0	0.98	0	0.28	0	2,3,4,5
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	2,3,4,5
2-Wire xDSL Loops												

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2 - Average Completed Interval												
PR-2-01-3342	Av. Interval Completed - Total No Dispatch		0									
PR-2-02-3342	Av. Interval Completed - Total Dispatch		5.78									
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	6.72	3	16.59	3	16.64	1.83	7	3	5.95	1	2,3,4,5
PR-4-03-3342	% Missed Appointment - Customer	1.08	7.69		7.35		8.2		3.66		14.89	
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch		1.21		1.52		1.69		3.66		7.45	
PR-4-14-3342	% Completed On Time		98.85		97.62		98.29		97.5		95.65	
PR-5 - Facility Missed Orders												
PR-5-01-3342	% Missed Appointment - Verizon Facilities	0	0.6	1.49	0.75	4.03	3.28	0	0	2.48	0	
PR-6 - Installation Quality												
PR-6-01-3342	% Install. Troubles Reported within 30 Days	9.27	1.18	8.31	1.47	9.72	1.64	9.57	1.22	8.25	1.02	
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	5	2.94		0.74		9.84		7.32		6.12	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	4.13	0	2.65	0	1.66	0	1.92	0	2.16	0	
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	0.29	0	0	0	1.33	0	2.11	0	1.3	0	
2-Wire xDSL Line Sharing												
PR-2 - Average Completed Interval												
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	3.04	2.83									
PR-2-02-3343	Av. Interval Completed - Total Dispatch	3.02	3									
PR-4 - Missed Appointments												
PR-4-02-3343	Average Delay Days - Total	1.02	NA	1.25	1	1.29	NA	2.41	2	1.46	3	2,4,5
PR-4-03-3343	% Missed Appointment - Customer	1.08	2.52		1.15		1.82		2.42		8.05	
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	4.33	0	4.55	0	5.08	0	8.16	0	6.9	0	5
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	4.5	0	5.25	0.61	3.68	0	3.07	0.42	1.74	0	
PR-5 - Facility Missed Orders												
PR-5-01-3343	% Missed Appointment - Verizon Facilities	0	0	1.49	9.09	4.03	0	0	9.09	2.48	10	
PR-6 - Installation Quality												
PR-6-01-3343	% Install. Troubles Reported within 30 Days	0.56	1.68	0.34	1.72	0.78	0.91	1.04	1.61	0.44	1.34	
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	2.84	7.56		8.05		5.91		4.03		8.05	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
2-Wire xDSL Line Splitting												

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4 - Missed Appointments												
PR-4-03-3345	% Missed Appointment - Customer				NA		NA		NA		NA	
PR-4-04-3345	% Missed Appointment - Verizon - Dispatch			4.55	NA	5.08	NA	8.16	NA	6.9	NA	
PR-4-05-3345	% Missed Appointment - Verizon - No Dispatch			5.25	NA	3.68	NA	3.07	NA	1.74	NA	
PR-5 - Facility Missed Orders												
PR-5-01-3345	% Missed Appointment - Verizon Facilities			1.49	NA	4.03	NA	0	NA	2.48	NA	
PR-5-02-3345	% Orders Held for Facilities > 15 Days			0	NA	0	NA	0	NA	0	NA	
PR-6 - Installation Quality												
PR-6-01-3345	% Install. Troubles Reported within 30 Days			0.34	NA	0.78	NA	1.04	NA	0.44	NA	
PR-6-03-3345	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE				NA		NA		NA		NA	
PR-8 - Open Orders in a Hold Status												
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3200	Av. Interval Completed - Total No Dispatch	7.87	NA									
PR-2-02-3200	Av. Interval Completed - Total Dispatch	9.05	9.75									
PR-2-06-3200	Av. Interval Completed - DS0											
PR-2-07-3200	Av. Interval Completed - DS1											
PR-2-08-3200	Av. Interval Completed - DS3											
PR-2-09-3511	Av. Interval Completed - Total - EEL - Backbone		NA									
PR-2-09-3512	Av. Interval Completed - Total - EEL - Loop		NA									
PR-4 - Missed Appointments												
PR-4-01-3210	% Missed Appointment - Verizon - DS0	10.62	NA	10.98	NA	10.96	NA	12.63	NA	8.66	NA	
PR-4-01-3211	% Missed Appointment - Verizon - DS1	7.33	6.45	2.88	5.41	10.37	0	5.05	0.05	7.69	0.07	
PR-4-01-3213	% Missed Appointment - Verizon - DS3	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-01-3215	% Missed Appointment - Verizon - Special Other	17.39	NA	5.41	NA	6.67	NA	0	NA	9.09	NA	
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	7.33	NA	2.88	NA	10.37	75	5.05	0	7.69	NA	3,4
PR-4-01-3530	% Missed Appointment - Verizon - Total- IOF	0	NA	0	0	0	0	0	0	0	0	2,3,4,5
PR-4-02-3200	Average Delay Days - Total	6.47	1	15.05	1.5	12.52	NA	6.55	29	9.67	4	2,4,5
PR-4-02-3510	Average Delay Days - Total - EEL	1.82	NA	13	NA	4.65	3	4.4	NA	4.36	NA	3
PR-4-02-3530	Average Delay Days - Total - IOF	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-03-3200	% Missed Appointment - Customer	23.96	0		2.38		0		4.35		15.15	
PR-4-03-3510	% Missed Appointment - Customer - EEL	25.33	NA		NA		0		0		NA	3,4
PR-4-03-3530	% Missed Appointment - Customer - IOF				0		0		0		0	2,3,4,5
PR-4-08-3200	% Missed Appt. - Customer - Late Order Conf.		0		0		0		0		3.03	
PR-5 - Facility Missed Orders												

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	2.03	0	1.11	2.33	1.85	0	1.23	3.7	1	0	
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	1.14	5.13	1.63	4.76	4.03	6.67	2.21	5.13	0.99	0	
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.65	2.56		14.29		13.33		7.69		5.71	
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	3.77	0	1.42	0	1.11	2.5	1.92	0	1.14	0	
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	0.38	0	0.14	0	0.92	0	1.37	0	0.68	0	
UNE (Maintenance) - POTS/Special Services												
Maintenance - POTS Loop												
MR-2 - Trouble Report Rate												
MR-2-02-3550	Network Trouble Report Rate - Loop	1.1	0.28	0.98	0.23	1.09	0.21	0.9	0.35	0.82	0.29	
MR-2-03-3550	Network Trouble Report Rate - Central Office	0.13	0.08	0.14	0.08	0.13	0.05	0.11	0.06	0.12	0.03	
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	1.13	0.63		0.5		0.41		0.45		0.45	
MR-3 - Missed Repair Appointments												
MR-3-01-3550	% Missed Repair Appointment - Loop	17.7	5	19.05	9.09	17.9	12.9	17.98	7.55	21.86	6.67	
MR-3-02-3550	% Missed Repair Appointment - Central Office	11.23	8.33	13.46	0	8.6	25	13.21	16.67	13.52	0	2,3,4,5
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	11.15	4.44		5.48		3.23		2.94		4.29	
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	11	4									
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	45.12	100									
MR-4 - Trouble Duration Intervals												
MR-4-01-3550	Mean Time To Repair - Total	21.82	14.3	25.33	22.33	23.06	18.02	26.01	14.83	28.66	15.13	
MR-4-02-3550	Mean Time To Repair - Loop Trouble	22.96	14.25	26.9	25.63	24.27	19.29	27.12	15.17	30.3	15.38	
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	12.36	14.45	14.09	5.88	12.77	12.71	16.44	9.91	17.63	2.42	2,3,4,5
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	70.27	90.38	62.42	81.82	66.89	64.1	61.53	77.42	62.31	79.59	
MR-4-07-3550	% Out of Service > 12 Hours	65.97	40.43	72.16	58.82	65.85	57.14	69.43	47.73	70.7	47.37	
MR-4-08-3550	% Out of Service > 24 Hours	26.11	8.51	34.55	14.71	30.39	35.71	31.93	20.45	32.94	15.79	
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	19.91	12.87									
MR-4-10-3550	Mean Time To Repair - Double Dispatch	34.3	97.13									
MR-5 - Repeat Trouble Reports												
MR-5-01-3550	% Repeat Reports within 30 Days	20.25	23.08	24.6	13.64	23.94	7.69	23.84	6.45	20.83	10.2	
Maintenance - POTS Platform												
MR-2 - Trouble Report Rate												
MR-2-02-3140	Network Trouble Report Rate - Platform	1.1	1.31	0.98	1.07	1.09	1.15	0.9	0.98	0.82	1.18	
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.13	0.07	0.14	0.08	0.13	0.21	0.11	0.09	0.12	0.08	
MR-2-04-3140	% Subsequent Reports	4.94	1.56		9.64		3.88		5.51		3.37	

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	1.13	0.92		0.7		1.42		1.15		1.1	
MR-3 - Missed Repair Appointments												
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	23.19	25.45	27.55	17.39	23.83	18.42	26.94	21.21	27.77	27.94	
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	16.72	0	17.7	8.33	16.87	14.93	16.56	9.09	21	10.75	
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	16.67	0	16.16	0	12.99	0	18.9	25	19.38	50	2,3,4,5
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	9.44	0	12.48	25	7.09	0	10.86	16.67	12.03	14.29	2,4,5
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	11.15	14.29		10.87		5.39		7.75		6	
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	11	18.52									
MR-4 - Trouble Duration Intervals												
MR-4-01-3140	Mean Time To Repair - Total	21.82	16.38	25.33	16.78	23.06	21.35	26.01	22.02	28.66	24.23	
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	70.27	84.13	62.42	84	66.89	75.81	61.53	67.5	62.31	73.26	
MR-4-06-3140	% Out of Service > 4 Hours	81.69	76.92	84.73	85.45	77.85	75.27	84.88	87.63	85.56	76.69	
MR-4-07-3140	% Out of Service > 12 Hours	65.97	46.15	72.16	63.64	65.85	61.29	69.43	70.1	70.7	68.42	
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	18.42	14.29	20.94	9.09	18.79	6.67	26.05	32.14	21.84	25.46	
MR-4-08-3145	% Out of Service > 24 Hours - Res.	27.16	25	36.77	22.73	32.5	25.4	32.85	27.54	35.04	25.64	
MR-5 - Repeat Trouble Reports												
MR-5-01-3140	% Repeat Reports within 30 Days	20.25	11.11	24.6	24	23.94	17.74	23.84	20.83	20.83	17.44	
2-Wire Digital Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3341	Network Trouble Report Rate - Loop	0.22	0.29	0.95	0.87	1.05	0.29	0.87	0.86	0.79	0	
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.27	1.15	0.14	0.58	0.13	0	0.11	0.86	0.13	0.57	
MR-2-04-3341	% Subsequent Reports	10.81	0		0		0		0		0	2,3,4,5
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment - Loop	50.85	0	19.33	33.33	18.22	100	18.36	0	22.12	NA	2,3,4
MR-3-02-3341	% Missed Repair Appointment - Central Office	41.1	0	15.52	0	10.53	NA	15.09	33.33	16.11	0	2,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair - Total	25.74	2.94	25.16	11.86	23.05	18.68	25.97	18.66	28.69	2.43	2,3,4,5
MR-4-02-3341	Mean Time To Repair - Loop Trouble	39.37	4.47	26.84	10.79	24.33	18.68	27.14	10.41	30.37	NA	2,3,4
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	14.72	2.56	14.03	13.45	12.94	NA	16.5	26.92	18.46	2.43	2,4,5
MR-4-07-3341	% Out of Service > 12 Hours	41.51	0	71.55	25	65.37	100	69.13	66.67	70.05	0	2,3,4,5
MR-4-08-3341	% Out of Service > 24 Hours	21.7	0	34.37	25	30.45	0	31.98	50	32.91	0	2,3,4,5
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	10.01	2.94									
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	21.21	0	24.41	40	23.86	0	23.59	16.67	20.71	0	2,3,4,5
2-Wire xDSL Loops - Maintenance												
MR-2 - Trouble Report Rate												

Federal Communications Commission

FCC 03-57

TABLE 1 - 2003 DATA FOR THE NATIONAL REPORT ON THE STATE OF THE INDUSTRY

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-02-3342	Network Trouble Report Rate - Loop	0.08	0.39	0.95	0.44	1.05	0.33	0.87	0.15	0.79	0.23	
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.11	0.11	0.14	0.2	0.13	0.19	0.11	0.1	0.13	0.12	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment - Loop	33.33	3.45	19.33	12.9	18.22	3.85	18.36	7.69	22.12	22.22	
MR-3-02-3342	% Missed Repair Appointment - Central Office	10.26	0	15.52	0	10.53	0	15.09	0	16.11	0	4,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3342	Mean Time To Repair - Loop Trouble	34.93	20.43	26.84	23.12	24.33	17.35	27.14	20.5	30.37	18.55	
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	19.03	7.26	14.03	9.24	12.94	5	16.5	9.65	18.46	13.26	4,5
MR-4-07-3342	% Out of Service > 12 Hours	51.92	57.69	71.55	64.1	65.37	38.89	69.13	47.37	70.05	61.91	
MR-4-08-3342	% Out of Service > 24 Hours	34.62	19.23	34.37	33.33	30.45	11.11	31.98	10.53	32.91	28.57	
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days	35.09	22.22	24.41	9.09	23.86	15	23.59	0	20.71	3.85	
2-Wire xDSL Line Sharing - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3343	Network Trouble Report Rate - Loop	0.08	0	0.09	0.14	0.09	0.12	0.12	0.1	0.08	0.09	
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.11	0.36	0.07	0.58	0.09	0.12	0.07	0.1	0.06	0.18	
MR-3 - Missed Repair Appointments												
MR-3-01-3343	% Missed Repair Appointment - Loop	33.33	NA	65.38	0	52	0	68.75	0	52.17	50	2,3,4,5
MR-3-02-3343	% Missed Repair Appointment - Central Office	10.26	0	20.83	0	14.29	0	20	20	38.1	33.33	2,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3343	Mean Time To Repair - Loop Trouble	34.93	NA	94.47	25.48	91.5	27.63	51.42	26.5	43.36	25.61	2,3,4,5
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	19.03	3.98	19.66	7.22	34.76	15.07	27.31	42.13	27.06	15.44	2,3,4,5
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	59.65	100	46	75	41.67	50	58.21	50	52.27	60	2,3,4,5
MR-4-07-3343	% Out of Service > 12 Hours	51.92	0	66.67	28.57	75.51	75	71.43	80	76.32	80	2,3,4,5
MR-4-08-3343	% Out of Service > 24 Hours	34.62	0	47.62	28.57	53.06	50	37.5	40	42.11	40	2,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3343	% Repeat Reports within 30 Days	35.09	0	54	37.5	45	25	43.28	16.67	40.91	60	2,3,4,5
2-Wire xDSL Line Splitting - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3345	Network Trouble Report Rate - Loop			0.09	NA	0.09	NA	0.12	NA	0.08	NA	
MR-2-03-3345	Network Trouble Report Rate - Central Office			0.07	NA	0.09	NA	0.07	NA	0.06	NA	
MR-2-04-3345	% Subsequent Reports				NA		NA		NA		NA	
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate				NA		NA		NA		NA	
MR-3 - Missed Repair Appointments												
MR-3-01-3345	% Missed Repair Appointment - Loop			65.38	NA	52	NA	68.75	NA	52.17	NA	
MR-3-02-3345	% Missed Repair Appointment - Central Office			20.83	NA	14.29	NA	20	NA	38.1	NA	

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment				NA		NA		NA		NA	
MR-4 - Trouble Duration Intervals												
MR-4-02-3345	Mean Time To Repair - Loop Trouble			94.47	NA	91.5	NA	51.42	NA	43.36	NA	
MR-4-03-3345	Mean Time To Repair - Central Office Trouble			19.66	NA	34.76	NA	27.31	NA	27.06	NA	
MR-4-04-3345	% Cleared (all troubles) within 24 Hours			46	NA	41.67	NA	58.21	NA	52.27	NA	
MR-4-07-3345	% Out of Service > 12 Hours			66.67	NA	75.51	NA	71.43	NA	76.32	NA	
MR-4-08-3345	% Out of Service > 24 Hours			47.62	NA	53.06	NA	37.5	NA	42.11	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3345	% Repeat Reports within 30 Days			54	NA	45	NA	43.28	NA	40.91	NA	
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-3200	Network Trouble Report Rate	0.36	2.69	0.43	1.88	0.47	2.65	0.29	1.88	0.31	0.98	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.6	1.71		2.9		3.71		3.08		2.45	
MR-4 - Trouble Duration Intervals												
MR-4-01-3200	Mean Time To Repair - Total	5.14	6.17									
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	98.11	100									
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0			100	NA	98.28	NA	99.26	NA	99.36	NA	
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3			100	90.91	100	100	96.49	100	100	100	5
MR-4-06-3200	% Out of Service > 4 Hours	46.42	36.36									
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0			45.07	NA	48.28	NA	57.35	NA	55.41	NA	
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3			31.78	20	26.36	36.36	35.09	55.56	32.61	40	5
MR-4-08-3200	% Out of Service > 24 Hours	1.89	0									
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0			0	NA	1.72	NA	0.74	NA	0.64	NA	
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3			0	10	0	0	3.51	0	0	0	5
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	12.08	27.27	13.75	45.45	17.54	33.33	13.47	9.09	13.3	16.67	5
Trunks (Aggregate) - POTS/Special Services												
ORDERING												
OR 1 - Order Confirmation Timeliness												
OR-1-11-5020	Av. FOC Time (<= 192 Forecasted Trunks)		NA									
OR-1-11-5030	Av. FOC Time (> 192 and Unforecasted Trunks)		7.02									
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)		NA		100		100		100		100	2,3,4
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)		71.21		98.28		63.75		82.61		100	
OR-1-13-5020	% On Time Design Layout Record (DLR)		100		100		100		100		100	3,4

Federal Communications Commission

FCC 03-57

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)		100		100		100		NA		NA	2,3
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-11-5000	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		3.75									
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		87.5		100		100		100		100	2,3,4,5
PROVISIONING												
PR-1 - Average Interval Offered												
PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	13.5	NA	8.5	NA	9.5	NA	14	NA	15.5	NA	
PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	17	8.57	11.14	13.72	15.16	14.93	10.65	13.18	13.7	12.63	
PR-2 - Average Interval Completed												
PR-2-09-5020	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	14	NA									
PR-2-09-5030	Av. Interval Completed - Total (> 192 Forecasted Trunks)	16.5	NA									
PR-4 - Missed Appointment												
PR-4-01-5000	% Missed Appointment - Verizon - Total	0	0									
PR-4-02-5000	Average Delay Days - Total	NA	NA		NA		NA		NA		NA	
PR-4-03-5000	% Missed Appointment - Customer	54.92	56.32		23.52		25		88.47		42.15	
PR-4-07-3540	% On Time Performance - LNP Only		91.46		99.54		99.05		98.19		98.81	
PR-4-15-5000	% On Time Provisioning - Trunks				100		100		100		100	
PR-5 - Facility Missed Orders												
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	0	0	0	0	0	0	0	0	0.54	0	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0	0	0	0	0	0	0	0	0	0	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0	0	0	0	0	0	0	0	0	0	
PR-6 - Installation Quality												
PR-6-01-5000	% Installation Troubles reported within 30 Days	0.08	0	0	0.03	0	0.03	0	0	0	0	
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	0	0		0		0		0		0	

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8 - Open Orders in a Hold Status												
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
MAINTENANCE												
MR-2 - Trouble Report Rate												
MR-2-01-5000	Network Trouble Report Rate	0.02	0	0.01	0.02	0.01	0.01	0.01	0.01	0.01	0	
MR-4 - Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair - Total	0.96	0.46	1.75	0.99	6.37	1.87	1.53	0.88	1	0.48	3,4,5
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100	100	100	100	100	100	100	100	100	100	3,4,5
MR-4-05-5000	% Out of Service > 2 Hours	22.22	0	28.57	7.14	100	50	25	20	25	0	3,4,5
MR-4-06-5000	% Out of Service > 4 Hours	0	0	14.29	0	20	0	0	0	0	0	3,4,5
MR-4-07-5000	% Out of Service > 12 Hours	0	0	0	0	20	0	0	0	0	0	3,4,5
MR-4-08-5000	% Out of Service > 24 Hours	0	0	0	0	0	0	0	0	0	0	3,4,5
MR-5 - Repeat Trouble Report Rates												
MR-5-01-5000	% Repeat Reports within 30 Days	0	0	0	7.14	20	0	25	0	25	0	3,4,5
NETWORK PERFORMANCE												
NP-1 - Percent Final Trunk Group Blockage												
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	0	2.56	0	0	0	2.5	1.28	2.56	0	2.63	
NP-1-02-5000	% FTG Exceeding Blocking Std. -(No Exceptions)	0	5.13	0	2.44	0	5	1.28	5.13	0	5.26	
NP-2 - Collocation Performance - New												
NP-2-01-6701	% On Time Response to Request for Physical Collocation		NA		NA		NA		NA		NA	
NP-2-02-6701	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6701	Average Interval - Physical Collocation		NA		63		NA		NA		NA	
NP-2-04-6701	Average Interval - Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6701	% On Time - Physical Collocation		NA		100		NA		NA		NA	2
NP-2-06-6701	% On Time - Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6701	Average Delay Days - Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6701	Average Delay Days - Virtual Collocation		NA		NA		NA		NA		NA	
NP-2 - Collocation Performance - Augment												
NP-2-01-6702	% On Time Response to Request for Physical Collocation		100		100		100		100		100	2,3,4,5
NP-2-02-6702	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	

WASHINGTON, D.C. PERFORMANCE METRIC DATA

Metric Number	Metric Name	August		September		October		November		December		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NP-2-03-6702	Average Interval - Physical Collocation		60.33		66		71		42.29		40.25	
NP-2-04-6702	Average Interval - Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6702	% On Time - Physical Collocation		100		100		100		100		100	2,3,4,5
NP-2-06-6702	% On Time - Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6702	Average Delay Days - Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6702	Average Delay Days - Virtual Collocation		NA		NA		NA		NA		NA	

Abbreviations: NA = No Activity.

UD= Under Development.

blank cell = No data provided.

VZ = Verizon retail analog. If no data was provided, the metric may have a benchmark.

Notes:

1 = Sample Size under 10 for August.

2 = Sample Size under 10 for September.

3 = Sample Size under 10 for October.

4 = Sample Size under 10 for November.

5 = Sample Size under 10 for December.

Appendix D

West Virginia Performance Metrics

All data included here are taken from the West Virginia Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on **for** a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.